

# **Assessment Knowledge Module**

## **Unit SFH054 (D/616/5289)**

### **Duty of care**

**Version 1, January 2018**

## Assessment Feedback Record

Date	Feedback Comments	Assessor Signature	Learner Signature

**Learner Signature**

**Date**

**Assessor Signature**

**Date**

**IQA Signature (if sampled)**

**Date**

## **Unit SFH054 (D/616/5289) Duty of care**

### **Unit Purpose**

In this unit, you are introduced to the concept of duty of care. You are encouraged to consider how duty of care applies when working in a mental health context.

### **You will learn about and understand:**

- the implications of duty of care
- the support available for addressing dilemmas that may arise about duty of care
- how to respond to complaints

### **What you need to complete**

In order to meet the assessment requirements for the unit you will need to complete this module, giving full and detailed answers to each question.

Your assessor will assess the module and give you feedback on what you have already achieved, and what you need to do to develop further.

After you have completed the module and your assessor has confirmed that it is complete, you will need to sign and date at the bottom of the ongoing assessment feedback record.

This is a level 2 unit and as such answers must have the appropriate complexity and depth to meet level 2 standards.

**Unit Content**

Learning Outcome	Assessment Criterion (AC)	Suggested Assessment Methods	Assessment Guidance
1. Understand the implications of duty of care	1.1 Define the term 'duty of care' 1.2 Describe how duty of care relates to duty of candour 1.3 Describe how the duty of care affects own work role	<ul style="list-style-type: none"> <li>• professional discussion</li> <li>• learner statement against each criterion</li> <li>• questions and answers</li> </ul>	For each criterion, the assessor and learner need to ensure that the descriptors (define, describe) have been fully addressed.  1.1 Provide a definition of 'duty of care'. 1.2 Explain why duty of candour is important with regard to duty of care. 1.3 Describe your duty of care and how this affects your work.
2. Understand support available for addressing dilemmas that may arise about duty of care	2.1 Describe dilemmas that may arise between the duty of care and an individual's rights 2.2 Explain where to get additional support and advice about how to resolve such dilemmas	<ul style="list-style-type: none"> <li>• professional discussion</li> <li>• learner statement against each criterion</li> <li>• questions and answers</li> </ul>	For each criterion, the assessor and learner need to ensure that the descriptors (describe, explain) have been fully addressed.  2.1 Provide <b>three</b> examples of dilemmas that may arise between the duty of care and the rights of the people you support. 2.2 Who can provide additional support and advice about how to resolve such dilemmas?

Learning Outcome	Assessment Criterion (AC)	Suggested Assessment Methods	Assessment Guidance
3. Know how to respond to complaints	3.1 Describe the process to follow when responding to complaints 3.2 Identify the main points of agreed procedures for handling complaints	<ul style="list-style-type: none"> <li>• professional discussion</li> <li>• learner statement against each criterion</li> <li>• questions and answers</li> </ul>	For each criterion, the assessor and learner need to ensure that the descriptors (describe, identify) have been fully addressed.  3.1, 3.2 Discuss with your assessor (a) how to respond to complaints and (b) the main points of agreed procedures for handling complaints.

### Important note

Professional discussion has been listed in the suggested assessment methods and it also appears in the module itself. This is to give choice to learners and assessors in the way in which assessment is carried out. Although professional discussion is strongly recommended, there may be situations where it is not possible, e.g. in some distance learning. In these situations, learners can answer the questions in written form in the boxes headed "Learner notes".

### Background to achievement of the unit

This unit is important for anyone working in the care industry who deals with people who have mental health issues. The unit requires you to consider the meaning of 'duty of care' and the implications that this will have on your own work. It asks you to examine the dilemmas that may arise in relation to duty of care and to identify the support that is available to you. You will also have to look at your procedures for dealing with complaints and describe how you handle complaints in your own workplace.

Use either your own experiences from work, the place where you study or from research you have done on an organisation of your own choice, in order to answer the questions.

1. Provide a definition of 'duty of care'.

(AC1.1)

2. Explain why duty of candour is important with regards to duty of care.

(AC1.2)

3. Describe your duty of care and how this affects your work.

(AC1.3)

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4. Provide **three** examples of dilemmas that may arise between the duty of care and the rights of the people you support.

(AC2.1)

Example 1:
Example 2:
Example 3:

5. Who can provide additional support and advice about how to resolve such dilemmas?

(AC2.2)

6. Discuss with your assessor (a) how to respond to complaints and (b) the **main** points of agreed procedures for handling complaints.

(AC3.1, 3.2)

You can make notes in the box to help you for when you have your discussion. Your notes should be a reminder of what you want to say to your assessor; you should **not** read from them. If your assessor feels you need help, he/she will prompt you by asking a question and then you can look at your notes and answer from those.

Learner notes