

Assessment Knowledge Module

Unit SFH140 (D/616/5034)

Duty of care in care settings

Version 1, January 2018

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Unit Purpose

This unit is aimed at those who are interested in, or new to, working in care settings. It introduces ways to address the dilemmas, conflicts or complaints that may arise where there is a duty of care.

You will learn about and understand:

- how duty of care contributes to safe practice
- how to address conflicts or dilemmas that may arise between an individual's rights and the 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 3 unit and as such answers must have the appropriate complexity and depth to meet level 3 standards.

Unit Content

Learning Outcome	Assessment Criterion (AC)	Suggested Assessment Methods	Assessment Guidance
1. Understand how duty of care contributes to safe practice	1.1 Explain what it means to have duty of care in own work role 1.2 Explain how duty of care relates to duty of candour 1.3 Explain how duty of care contributes to the safeguarding or protection of individuals	<ul style="list-style-type: none"> • professional discussion • learner statement against each criterion • questions and answers 	For each criterion, the assessor and learner need to ensure that the descriptor (explain) has been fully addressed. 1.1 What does it mean to have duty of care at your work? 1.2 Explain why duty of candour is important with regard to duty of care. 1.3 How does duty of care contribute to the safeguarding or protection of people?
2. Know how to address conflicts or dilemmas that may arise between an individual's rights and the duty of care	2.1 Describe conflicts or dilemmas that may arise between the duty of care and an individual's rights 2.2 Describe how to manage risks associated with conflicts or dilemmas between an individual's rights and the duty of care 2.3 Explain where to get additional support and advice about conflicts and dilemmas	<ul style="list-style-type: none"> • professional discussion • learner statement against each criterion • questions and answers 	For each criterion, the assessor and learner need to ensure that the descriptors (describe, explain) have been fully addressed. 2.1 Discuss with your assessor potential conflicts or dilemmas that may arise between the duty of care and people's rights. 2.2 Discuss with your assessor how to manage the risks associated with conflicts or dilemmas between people's rights and the duty of care. 2.3 Where can you get additional support and advice about conflicts and dilemmas?

Learning Outcome	Assessment Criterion (AC)	Suggested Assessment Methods	Assessment Guidance
3. Know how to respond to complaints	3.1 Describe how to respond to complaints 3.2 Explain policies and procedures relating to the handling of complaints	<ul style="list-style-type: none"> • professional discussion • learner statement against each criterion • questions and answers 	For each criterion, the assessor and learner need to ensure that the descriptors (describe, explain) have been fully addressed. 3.1 How should you respond to complaints? 3.2 Describe the main points of your company's policies and procedures for handling complaints at work.

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 who is working in the Care industry, especially those in care settings. The unit looks at the principles of duty of care and what this means to you. You will need to explain how you implement your duty of care to make sure that you are not restricting the people you are looking after. Duty of care often means you experience dilemmas about choices, so you will need to look at how you can address these. You will also be required to look at complaints and how these are handled 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. What does it mean to have duty of care at your work?

(AC1.1)

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

(AC1.2)

3. How does duty of care contribute to the safeguarding or protection of people?

4. Discuss with your assessor potential conflicts or dilemmas that may arise between the duty of care and people's rights.

(AC2.1)

You can make notes in the box below 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

5. Discuss with your assessor how to manage the risks associated with conflicts or dilemmas between people's rights and the duty of care. (AC2.2)

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

6. Where can you get additional support and advice about conflicts and dilemmas? (AC2.3)

7. How should you respond to complaints?

(AC3.1)

8. Describe the **main** points of your company's policies and procedures for handling complaints at work.

(AC3.2)