



The Care Certificate

STANDARD 7: PRIVACY AND DIGNITY

Understanding the Code of Conduct for Healthcare Support Workers and Adult Social Care workers.

The Code of Conduct for Healthcare Support workers and Adult Social Care workers are a set of standards which forms the foundation on which to build your practice. The Code helps the public and those who use health and care services to understand what standards they can expect. The Code also aims to give individuals who use health and care services the confidence that they will be treated with dignity, respect, compassion and upholding their privacy at all times. You will be given a copy of this code by your employer and it is important to read and understand this Code of Conduct.

7.1 Understand the principles that underpin privacy and dignity in care.

7.1a Describe what is meant by privacy and dignity.

What is privacy?

Everyone has the right to have some space where they can be alone if they wish. Sometimes an individual may want to be private just to have some time to themselves; on other occasions it may be because they are having personal care or medical treatment. It is also important that people have privacy if they want to talk to a professional and have confidential information to discuss.

What is dignity?

Everyone is entitled to be treated with dignity - this means all aspects of life from support with personal care to how people want to be addressed. It is also about listening to what people have to say and being interested in them.

7.1b List situations where an individual's privacy and dignity could be compromised.

Situations compromising privacy:

1. Not providing space when person wishes to be alone
2. Not providing appropriate privacy when a person is receiving personal care
3. Not providing appropriate privacy when a person is receiving medical treatment
4. Not providing appropriate privacy when a person needs to discuss something confidential.
5. Speaking very loud to an individual when discussing care and support where others can hear.

Situations compromising dignity:

1. Not asking individuals how they would like to be addressed.



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2. Not taking time to listen to individuals
3. Not covering an individual when performing intimate care tasks
4. Rushing an individual to complete a supported task.
5. Not respecting choice and rights.

7.1c Describe how to maintain privacy and dignity in the work setting.

Review information in 7.1a and 7.1b from a positive perspective to enable you to maintain privacy and dignity in the work setting.

7.2 Maintain the privacy and dignity of the individual(s) in your care

7.2a Demonstrate that your actions maintain the privacy of the individual. This could include:

- Using an appropriate volume to discuss the care and support of an individual
- Discussing the individual's care and support in a place where others cannot overhear.

See observation log.

7.2b Demonstrate that the privacy and dignity is maintained at all times being in line with the person's individual needs and preferences when providing personal care. This could include:

- Making sure doors, screens or curtains are in the correct position
- Getting permission before entering someone's personal space.
- Knocking before entering the room
- Ensuring any clothing, hospital gowns etc. are positioned correctly.
- The individual is positioned appropriately e.g. the individual is not exposing any part of their body they would not want others to be able to see.

See observation log.

To achieve these two outcomes and assessment criteria, you will be observed in the workplace as part of your normal work duties.

7.2c Explain why it is important not to disclose anything about the individual that they may wish to be kept private, unless it is appropriate to do so. This could include:

- Health condition
- Sexual orientation
- Personal history
- Social circumstances

Every social care organisation will have a policy on confidentiality and the disclosure of information. You must be sure that you know what both policies and procedures are in your workplace and understand your responsibilities.



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The basic rule is that all information somebody gives, or that is given on their behalf, to an organization is confidential and cannot be disclosed to anyone without the consent of the person unless it is likely to cause harm to themselves or others.

7.2d Report any concerns they have to the relevant person. This could include:

- Senior member of staff
- Carer
- Family member

See observation log.

To achieve this outcome and assessment criteria you will be observed in the work place as part of your normal work duties. However the opportunity for you to demonstrate this during your induction period may not arise. Therefore the use of simulation/role play using scenarios is permitted.

7.3 Support an individual's right to make choices

7.3a Describe ways of helping individual make informed choices.

Helping individuals to make informed choices.

When supporting individuals to make informed choices you need to:

- Communicate all information to the individual clearly and in a way that can be understood.
- Make sure individuals receive information in a form that they can access and understand.
- Always provide individuals with the information they need to make informed choices, even if that is restricted by their circumstances.

7.3b Explain why risk assessment processes can be used to support the right of individuals to make their own decisions.

Risk assessments are used in several ways in order to deliver safe and effective services that are person-centred.

Examples of activities and purpose of risk assessment:

Activity	Purpose of risk assessment
Moving and Repositioning	Reduce risk of injury to individual and worker
Development activities	Reduce risk of injury to individual
Invasive medical treatment	Reduce risk of infection
Finding appropriate resources	Reduce risk of harm and abuse
Planning changes in levels of support	Reduce risk of distress or concern.



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Risk assessments are carried out for various reasons but they are always used in order to protect the individual using the service or the carer. Risk assessments should never be used as a reason to prevent individuals from making their own decisions, they are there to protect and to ensure that risks are reduced.

A good risk assessment enables individuals to make their own decisions that are based on facts and on having the correct information. It helps individuals to understand the consequences so that they are making informed decisions. It also allows for those with the capacity to make decisions to make the wrong decision.

Risk assessment must highlight what the individual can do and wants to do and then identify what support is required to help them with the rest.

7.3c Explain why personal views must not influence an individual's own choices or decisions

Choices made by other people are not your choices. Regardless whether you agree or not or think that the choice is wrong, you should never let your opinion influence what an individual decides to do. It can be very tempting to try and influence someone to make a particular choice because you believe it will be of benefit or because any other option is risky or unwise. Your role is to provide information about the options available.

7.3d Describe why there may be times when you need to support an individual to question or challenge decisions made about them by others.

Individuals who use social care services can find themselves the subject of decisions made by others. They may not agree with the decisions, but may not always feel able to challenge the decisions. Decisions could be about:

- Accommodation
- Plan of care
- Change in service provision
- Assessment of needs
- Medication
- Personal care
- Meal and bed times

Although good practice dictates that individuals should always be in control of decisions, this does not always happen. People can find it hard to challenge a decision that has been made for them. It can be difficult for a range of reasons – for example individuals:

- feel intimidated
- lack the confidence to make a challenge
- do not believe that they have the right to challenge decisions of others
- may have had poor experience in the past when they have challenged decisions unsuccessfully
- may simply not know how to go about it



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- You can support individuals to overcome all of these barriers. You may be able to provide encouragement and also practical help and advice.

Read your organisation's policies and procedures on Rights and Choices.

7.4 Support individuals in making choices about their care

7.4a Demonstrate how to support individuals to make informed choices.

See observation log.

7.4b Ensure any risk assessment processes are used to support the rights of individuals to make own decisions.

See observation log.

7.4c Ensure their own personal views do not influence an individual's own choices or decisions

See observation log.

Read all the above and write a reflection on how your personal views could influence an individual's own choices or decisions.

7.4d Report any concerns they have to the relevant person. This could include:

- Senior member of staff
- Carer
- Family member.

See observation log.

To achieve these outcomes and assessment criteria you will be observed in the workplace as part of your normal work duties. However, the opportunity for you to demonstrate these during your induction period may not arise. Therefore the use of simulation/role play using scenarios is permitted.

7.5 Understand how to support active participation

7.5a Describe the importance of how valuing people contributes to active participation.

Supporting individuals to do things that they wish to do and that they can do is your main role. Everyone should have the right to take a full part in society and play an active role in whichever environment they live in.

Having active participation in society is important for individual's self-esteem and their wellbeing. By valuing individuals you are enabling them to participate in everyday activities within your establishment.

There are so many ways in which we are part of society and you will need to work closely with individuals you support to find out what they want to do and what assistance they will need.



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Participating in activities with others and achieving goals usually helps individuals to feel good about themselves and improves confidence, self-esteem and a sense of being valued.

7.5b Explain how to enable individuals to make informed choices about their lives.

- Make sure that their views are clearly represented where decisions are being taken or proposals are being formulated.
- Support individuals to put their own views forward wherever possible.
- Ensure that the individual has the opportunity to comment in their own time about options and in an atmosphere where they feel able to make adverse comments if necessary.

7.5c List other ways you can support active participation

- Ensure the individual has the information to make choices
- Ensure they have the necessary physical support – e.g. mobility aids
- Invite in or out to outside organisation

7.5d. Describe the importance of enabling individuals to develop skills in self-care and maintain their own network of friends within their community.

We all participate in life because humans are not generally isolated creatures. We live with other people and usually live in communities alongside other people. In order to take part in community life and make relationships with others and maintain their own network of friends within their community, individuals may need support to get over some barriers.

Participation and developing skills in self-care and maintaining their own network of friends within their own community may mean different things to different individuals. It could be:

- going to the library or to the luncheon club
- having a mobile library visit their establishment
- maintaining contact with relatives and visiting neighbours
- going shopping or just getting about
- being involved in faith groups

There are so many ways in which we all participate in society and you will need to work closely with the individuals you support to enable them to develop skills in self-care and what they want to do and what assistance they need.

7.6 Support the individual in active participation in their own care.

7.6a Demonstrate that you can support the active participation of individuals in your care

See observation log.



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7.6c Report any concerns to the relevant person. This could include:

- Senior member of staff
- Carer
- Family member.

To achieve these outcomes and assessment criteria you will be observed in the workplace as part of your normal work duties. However, the opportunity for you to demonstrate these during your induction period may not arise. Therefore the use of simulation/role play using scenarios is permitted.

7.6b Reflect on how your own personal views could restrict the individual's ability to actively participate in their care.

Read all the above information on this standard and write a reflective account on how your own personal views could restrict the individual's ability to actively participate in their care.