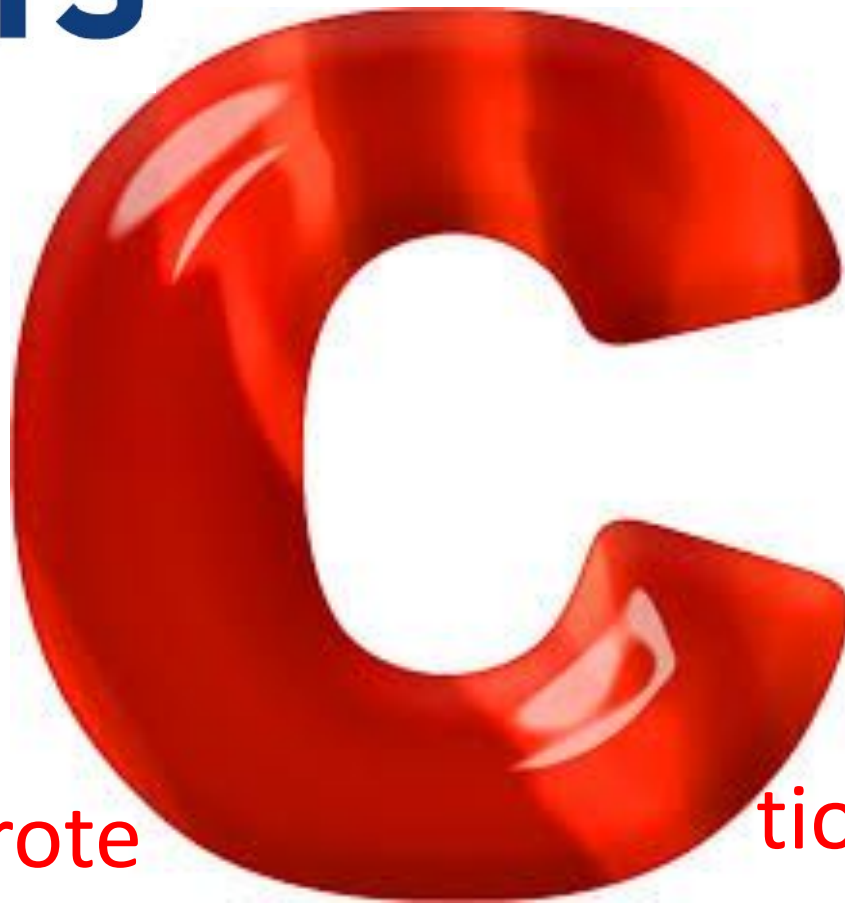


# KNOW YOUR RIGHTS



choice  
consultation  
confidentiality

protection

from harm



promote

maintain



Promoting rights and beliefs

Promoting equality and diversity

Maintaining confidentiality

# Confidentiality and



Pass it on if.....

- They might harm *themselves*.
- They might harm *others*.
- It links to a **SERIOUS** crime.



# How will not applying the **care values** impact on services users?

e.g. **Physical**

One way is **physically**, if they don't apply the value of **promoting rights and beliefs**, they might not be offered food which suits their religion, so they will eat less and become **thinner** and not get the nutrients their **bodies need**.

P = Physical

I = Intellectual

E = Emotional

S = Social



# Valuing Diversity

Means celebrating different cultures.



e.g. celebrate their festivals, have school assemblies on different cultures, sing cultural songs or trying different foods – yum!



# How to challenge discrimination

1. At the time – tell the person what they are doing is wrong, so that they are aware and change their behaviour.
2. Report it later – report it to their manager (whistle-blow), so they manager can talk to them and make them aware that their behaviour needs to change.
3. Change the way the organisation deal with discrimination – offer to provide more training to raise awareness in the care setting.



# Do you know the difference?

**Service user** = Patient/Client

e.g. elderly person



**Care giver** = the health care worker

e.g. nurse



**Service provider** = Organisation

e.g. NHS or Hopscotch Day Nursery



# Impact of legislation on care givers

They have to:

- Keep up to date with information
- Monitor situations
- Follow procedures
- Whistle-blow





# Impact of legislation on service providers

They have to:

- Train staff
- Monitor situations
- Put procedures into place
- Provide different resources



# Impact of legislation on service users

It makes them:

- Aware of their rights
- Gives them the right to complain/seek  
**REDRESS**



# What hygiene measures should service providers take?

- Wash hands = kill germs
- Don't wear nail varnish = contains bacteria
- Use disinfectant when cleaning = kill bacteria
- Wipe toys clean = to kill germs



# Safety Procedures

Fire drill

Bomb threat drill

Visitor signing in procedures



# Security Measures

Having locks on doors/windows

Name badges for staff/visitors

Monitoring external entrances



# Final Tips!!!

- Answer every question – it is positive marking so you will not lose marks if you get it wrong!
- Cross out words you do not understand and replace with a word you do i.e. changing practitioner for worker.
- If you have time at the end, go back through the paper and add more detail to your answers.
- Give yourself a minute to refocus but do not waste the rest of the time!
- Make sure you have a black pen!