

Duty of Care, Privacy and Dignity

The purpose of the course is to help you understand the importance of your role when it comes to acting on your duty of care. It also covers topics such as dealing with comments and complaints, dealing with incidents, understanding how to handle confrontation, and the importance of maintaining the privacy and dignity of the individual during their care.



Course details

- Three modules with three multiple-choice questionnaires
- Three CPD credits*
- Optional narration of the course modules and questionnaires for accessibility
- Personalised downloadable certificate
- 70% pass mark
- Printable modules for future reference

*1 CPD credit equals up to 1 hour of learning

Course content

Module 1 Duty of Care

- An introduction explaining what duty of care is.
- A look at the importance of your knowledge and skills when acting on your duty of care.
- The regulations surrounding duty of care.
- Information on dilemmas between an individual's rights and your duty of care.
- A series of questions to help you check your understanding.
- Information on the capacity assessment process, including details on The Mental Capacity Act.

Module 2 Handling Difficult Situations

- Recognising and handling comments and complaints.
- A selection of resources to help further your understanding.



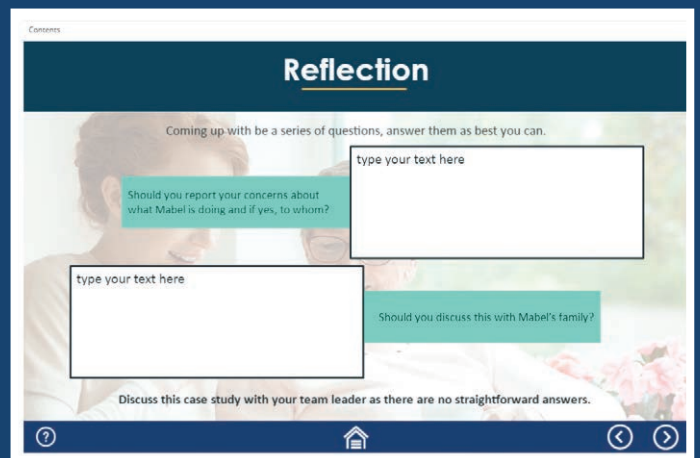
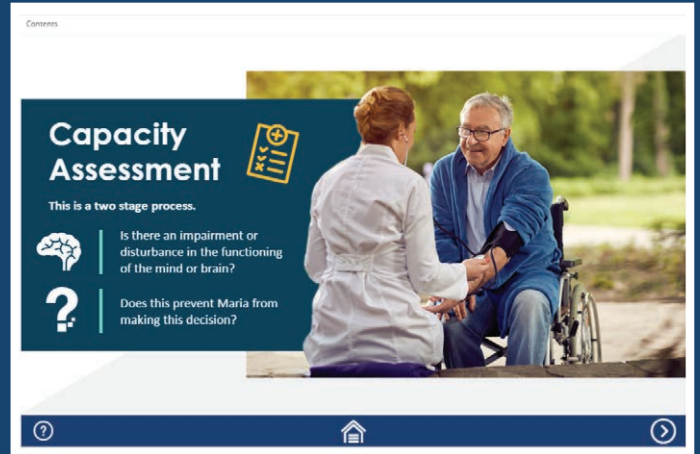
Continued Handling Difficult Situations

- The principles of complaint handling, including a useful 'Do's' and 'Don'ts' checklist.
- Recognising and handling adverse events, incidents, errors and near misses.
- Useful definitions of accidents, incidents, dangerous occurrences and errors.
- A more in-depth look at regulations which directly or indirectly impact on the recording and reporting of adverse incidents, accidents and near misses.
- How to manage confrontation, conflict and difficult situations.



Module 3 Privacy and Dignity

- Useful definitions of privacy, dignity, informed choice, empowerment and active participation.
- A look at your working practices, including information on your responsibilities.
- Dignity is and the eight factors that should all be present in care.
- Achieving wellbeing, as well as examples of dignity in practice including a look at what the 10 principles of care are.
- Risk assessments and the 5 step approach to risk assessment as set out by the Health and Safety Executive.
- A scenario, and a set of questions to help you reflect on what you have learned.
- Encouraging and supporting an individual through active participation.



This course is suitable for

Anyone who works within the health and care industry.

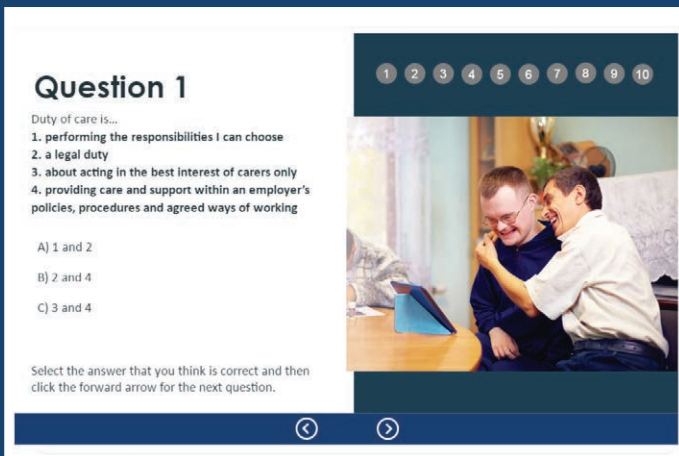
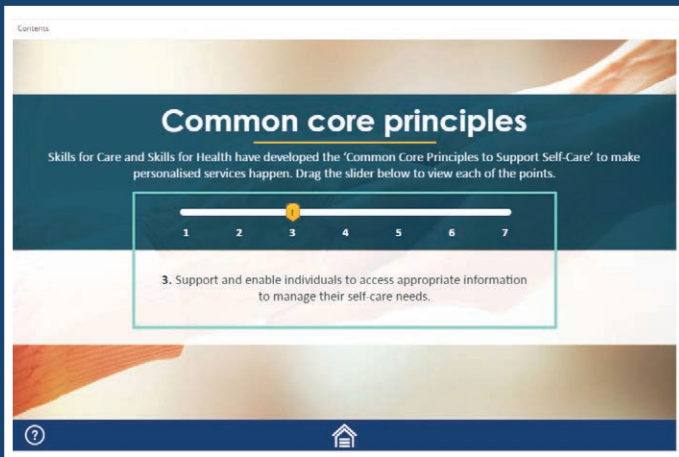


Key features

- Visually engaging and highly interactive
- Video to highlight key learning points
- Answer explanations for those who achieve the pass mark
- Additional resources to expand learning

Pricing options

1. Available as a standalone course on the EduCare website.
2. Buy as part of one of our EduCare for Education multi-course licences for educational establishments. For further information, please call 01926 436212 to discuss purchase options and licences.



Why choose us?



“ The courses are a very practical and cost effective way of staff accessing training on a wide variety of subjects. The courses are well written and use a variety of formats and exercises to vary the learning, maintain interest and reinforce subjects. ”

Dave Cartlidge
Training Manager, Wrixon Care

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