

## Duty of Care, Privacy and Dignity

This programme covers an introduction to duty of care and how it contributes to safe practice. It shows participants how to deal with comments and complaints and how to recognise and report adverse incidents. It explores the reasons for confrontation and how to manage it. It also covers how individuals' privacy and dignity can be embedded into daily practice. The programme has been mapped to the Care Certificate and the Core Skills Training Framework (CSTF) for health.



### Key features

- A level 2 programme (as graded against the nationally accepted levels and equivalent to GCSE grades A\* - C).
- Three modules with three multiple choice questionnaires.
- Three CPD hours.
- A personalised downloadable certificate.
- 70% pass mark.
- Optional narration of each module for accessibility.
- Additional resources for further learning and printable modules for future reference.
- This programme has been mapped to the Care Certificate and CSTF standards.

### Programme objectives

This programme will help to ensure that anyone who provides care to patients or service users understands the importance of duty of care and is adept at dealing with comments and complaints. It will help people to recognise and report incidents and deal with them in an appropriate fashion. It also covers the importance of privacy and dignity and how to practice it in all care work.

1. Discusses what duty of care means and how it can affect workers in their role.
2. Explores the barriers that may be encountered between a person's rights and exercising duty of care.
3. Discusses what mental capacity means and how a person's capacity may be assessed.
4. Looks at how to handle difficult situations.
5. Explains how to help people become active participants in decisions that affect them.
6. Examines how to effectively recognise and report adverse incidents that may occur from a patient's medical management.
7. Identifies the principles that underpin privacy and dignity in care and how to maintain it at all times.

### Target audience

This programme provides a thorough understanding of duty of care, privacy and dignity and is suitable for anyone working in a health or social care environment.



## Module content:

### 1. Introduction to Duty of Care

- What is duty of care?
- How duty of care contributes to safe practice
- Codes of Conduct and the fundamental Standards
- What support is available for addressing dilemmas about duty of care
- What mental capacity means
- The stages of assessing mental capacity.



### 2. Handling Difficult Situations

- What are the barriers to effective communication
- How to overcome barriers
- Creating a caring presence
- Checking for understanding
- What is confidentiality?
- Dilemmas about confidentiality
- How to apply basic principles of confidentiality
- Understanding the Code of Conduct for Healthcare Support Workers and Adult Social Care workers.

## Why choose us?



“West Midlands Ambulance Service NHS Foundation work with EduCare on a range of e-learning programmes. We feel that the EduCare method is robust, engaging and easy-to-use. It is also a good resource as it allows learners to refer back to content even after they have completed their training. I would definitely recommend EduCare to other organisations who need to undertake staff training.”

Julian Rhodes, Head of Education, West Midlands Ambulance Service NHS Foundation Trust

### 3. Privacy and Dignity

- What are the principles that underpin privacy and dignity in care?
- How to maintain the privacy and dignity of the individual during their care
- How to support an individual's right to make choices
- How to assess risk
- How to support people in active participation in their own care.
- The Common Core Principles to Support Self-Care.



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