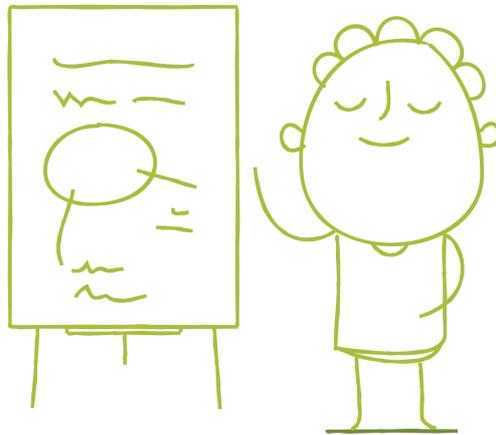


CARE CERTIFICATE

SUPPORTING INFORMATION

STANDARD 3 Duty of care



As a support worker, you have a duty of care to service users, yourself, your colleagues and the general public.

The duty of care means you must:

- Always act in the best interests of the service user and others
- Not act in a way that could result in harm
- Not fail to take action where this may result in harm
- Act within your competence and not take on anything you do not believe you can do safely

Whenever you are supporting people you have a duty of care towards them. You have a duty to ensure that they do not put themselves in danger, put others in danger, or yourself in danger.

Every choice we make, however big or small, has consequences. It is your responsibility to support service users to make choices. You must ensure that service users know what it is they are choosing. You must also support service users to understand what might happen as a result of each choice and any risks involved. This means that service users can make an informed choice.

The duty of care is there to protect service users from danger, harm and abuse.

Dealing with conflicts and dilemmas

Sometimes you may feel that there is conflict between your duty of care and the wishes of the person you are supporting. Most choices that people make in life involve some element of risk. Avoiding risks altogether would limit a person's choices and opportunities.

Your duty of care does not mean that you have an automatic right to override the service user's wishes. You should discuss your concerns with them, explain your worries and make them aware of the potential risks. If you are unsure how to resolve the situation or are concerned about the choices made, discuss this with your manager.

Comments and complaints

During the course of your work, you may have to deal with complaints. Some may seem trivial, but should not be dismissed as there could be something more serious underlying the complaint.

For how to deal with service user complaints, see the JRH Support Complaints Procedure. This procedure ensures that complaints are dealt with in an effective and timely manner. A complaint can be made by an individual / group who use or are affected by our services, such as service users, relatives, neighbours or professional bodies such as social services.

As well as complaints, you may receive comments about the quality of care provided or suggestions as to how to improve things

Listening to comments, feedback and complaints helps JRH Support to improve the quality of our services. It enables us to learn from mistakes and change things for the better.

Having accessible systems for complaints and feedback reduces the likelihood of abuse and bad practice occurring. If service users know how to complain and know we will take this seriously, they are much more likely to voice their concerns.

Incidents, accidents and near misses

Risk assessment and risk management helps keep people safe. Part of risk management involves recognising and reporting adverse events, incidents, errors and 'near misses'. These may be to do with challenging behaviour, trips and falls, medication errors etc. You need to know how to respond – it's part of your duty of care.

Your workplace and the needs of the service users you support will determine the types of adverse events, incidents, errors and 'near misses' you may encounter. Support plans, risk assessments and policies and procedures will advise you how to respond. You can also discuss this with your line manager.

It's important to report adverse events, incidents, errors and 'near misses'. It will help prevent similar things happening in the future.

Dealing with difficult situations and confrontation

Sometimes you may have to deal with difficult situations. These may arise from service user's needs (e.g. their mental health needs), conflict between service users etc.

Effective communication can be key to solving problems and reducing the likelihood of confrontation.

- Try to keep calm and don't raise your voice – be aware of your tone and pace.
- Listen carefully to what is being said.
- Show you are listening and that you understand
- Be aware of your body language – eye contact, gestures, facial expressions
- Be sensitive to personal space and don't invade it
- Try to find common ground, and the cause of the problem

- Look at the options available and try to agree a way forward

Follow agreed ways of working as set out in support plans, risk assessments and policies and procedures. If you are at all unsure about how to resolve a conflict, talk to your manager.