

2.2.2 Principles of Care

Anti-discrimination: The unfair treatment of an individual or group on the grounds of gender (LGBT, women), race (ethnic minorities), religion, age (older people) or ability (mental or physical).

Rights of the individual/child – the right to be **respected, treated fairly**, not discriminated against, the right to **privacy** and **dignity**, the right to **protection from harm**, the right to relevant **information**, the right to **communicate** and **express yourself**, the right to **choice**. Individual rights are covered by the following legislation: The Human Rights Act 1998, The Children's Act 1989, The Health and Safety at Work Act 1973, The NHS and Community Care Act 1990.

Dignity: Valuing each person's choices/ decisions, not assuming how they would like to be treated. Respectful, not undermining self-esteem or self-worth. **Example 1:** letting people choose what clothes they want to wear. **Example 2:** addressing people by their proper title/preferred name.

Empathy: understanding others' feelings, building trust, developing calmness to improve outcomes. **Example 1:** spending extra time to understand issues/provide support. **Example 2:** eye contact/supportive language when grief counselling, "it's really hard to deal with grief like this, some days are really difficult".

Confidentiality: Respecting personal information by not disclosing it to anyone who does not need to know. Adhering to data protection policies & training together with methods of securely storing information. **Example 1:** password protection on electronic records. **Example 2:** using a secure mobile device.

Equality – making sure everyone has **equal opportunity** to access health, social care or childcare regardless of social background or abilities and that they are treated **the same according to their needs**. **Example 1:** Wheelchair access to a building so that people with mobility difficulties can attend appointments. **Example 2:** Writing information in braille or in dual languages so that it can be read by all. Welsh language underpinned by **More than Just Words** framework and **Active Offer** (Wales).

What are Principles of Care?

The **principles of care** and **core values** underpin the way in which health, social care and childcare providers work to ensure that each service user receives the right care for them. This ensures an **individualised approach** and a **successful outcome** which **protects** both the service user and the service provider. Working within the principles of care allows the values listed to be **upheld** so that everyone is treated **fairly and correctly** under the **legislation and guidance**.

Duty of care: Legal obligation to act in the best interest of individuals and to work within one's own competence so as not to cause harm. **Example 1:** working within written codes of practice. **Example 2:** keeping skills & knowledge up to date to give best advice and support.

Safeguarding: protection from abuse, prevention of neglect. Legislation: Care Act 2014, right to live safely, a duty to make enquiries if abuse/neglect is suspected, should work with other partners within the team to protect an individual from risk of abuse.

Beliefs and Identity (Diversity) - appreciating and accepting people's **differences** in relation to their values, beliefs, cultures and lifestyles. **Example 1:** giving people opportunity to worship in their own faith even if it is not yours. **Example 2:** serving diverse/multicultural food in hospital to cater for all tastes and dietary needs.

Person-centred care: encouraging an adult or child to be as independent as possible, adapting their home to enable them to manage on their own. Putting the service user at the centre of care planning and treating them as an equal partner in the planning and monitoring of their care.

Choice, voice and control – having an **independent voice** or being provided with an independent advocate to speak on behalf of a service user. Supporting vulnerable people to make **informed decisions** about their care. Empowering service users to have **identity, self-determination, and self-expression** under the **Human Rights Act 1998**. **Example 1:** an advocate attending a multi-disciplinary meeting for somebody in a care home. **Example 2:** allowing an older person to voice concerns about the type of treatments that best suits them.

Inclusion – People should be **included** in a group or society by understanding/respecting their differences & treating them equally. Health, Social Care and Childcare workers should work inclusively to make sure everyone can take part in decisions. This is the true meaning of **person-centred care**. **Example 1:** respecting a person's right to work/ volunteer by giving them the opportunity to join a group. **Example 2:** including family members in care decisions by giving them a meaningful role.

Effective communication: Developing relationships between care workers & service users, empathy, avoiding confrontation/disagreement, simplifying language, active listening, verbal/non-verbal communication, allowing individuals to express themselves, sharing ideas & information, translating language, using pictures to communicate. Communication is effective when barriers are overcome, and quality outcomes are achieved. **Example 1** – a friendly conversation to draw out information from a service user with a brain injury who has difficulty speaking and understanding. **Example 2** – using positive body language to demonstrate good listening skills. **Example 3** – using sign language, Makaton or lip reading techniques for someone who is deaf. **Example 4** – an advocate who speaks expresses views on behalf of someone who has language difficulties.