

# HEALTH & SOCIAL CARE: ESSENTIAL VALUES OF CARE

## RIGHTS

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# Learning Outcome 1!

## Understand how to support individuals to maintain their rights

By using effective communication (using vocabulary that can be understood, not being patronising, adapting their communication to meet the needs of the individual or the situation, listening to individual's needs)

By providing up-to-date information (on time services open, type of care provided, location, alternatives available)

By challenging discriminatory behaviour (challenging at the time, afterwards through procedures, long term proactive campaigning)

By providing information about complaints procedures (the options they have, the steps to take when making a complaint, procedures to follow)

By providing advocacy, someone to speak on behalf of someone who is unable to speak for themselves.



### Keywords:

Equality  
Diversity  
Rights  
Discrimination  
Confidentiality  
Choice



Settling Task:

Think of five things associated with 'rights'...



# Starter Activity

challenge!

- In pairs– identify what rights you think you should have when you visit a place like a hospital or GP surgery – be ready to feedback in 10 min



Department  
of Health

**NHS**



Copy! Any common themes in responses??

My right should be to...



# Add the following examples to the correct right:

Join in on activities or not  
Different food options based on diet & religious views

Meeting about client's should be done in private, medical notes should not be left

Hurting a patient when taking them to the toilet

Treating someone younger better than an older person

A patient could be given choice of different treatments for the same condition and the patient can decide what best for themselves



Protection from harm & abuse

Treated fairly

privacy/confidentiality

To be given some choice

Express their belief



# How would the client feel if their rights are not met? Why is it important that rights are met?

- Make people feel valued
- Raise self esteem
- Empower them
- Instil confidence and trust in services
- Feel safe
- Provide equality
- Ensure individual needs are met



# Main Task!

- Create a scenario where a patient's rights have not been met. Try to show how it has made the patient feel.
- You will read out your scenario to the rest who will identify what rights have not been met and the impact that can have.



# Plenary Exit Ticket

**EXIT TICKET**

Name \_\_\_\_\_



In your books tell me:

3 things you know now that you didn't an hour ago

3 things you want to know more about



# Extension Task

**12) Explain why it is important that rights are maintained in a care setting. (4)**

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- To make people feel valued/raise self-esteem
- To empower
- To instil confidence and trust
- To feel safe
- To create fair access to services/ treatment
- To have your individual needs met



# Homework!

- Reflect on a time when you feel your rights were not met – how did this make you feel?
- This must be at least a two paragraphs.

**DUE DATE:**

