

## Benefits to individuals of the skills, attributes and values in health and social care practice (1)

### GETTING STARTED

Make a list of how the commitment and empathy of health and social care workers can benefit service users.

The skills, attributes and values demonstrated by health and social care workers can improve a service user's:

- ability to access services
- experience of services
- quality of life and health outcomes.

Component 2 explores the meaning of skills, attributes, and values and how they can be used by care workers to benefit service users. Examples are summarised on the next few pages.

### Personal obstacles

To support service users to overcome their own personal obstacles, health and social care workers should:

- Be competent to use knowledge and skills to provide effective support.
- Work with service users to explore solutions to problems and overcome obstacles.
- Be able to deal with difficult situations.
- Have the patience to keep trying to find solutions to obstacles.
- Actively listen to and observe the body language and behaviours of service users to identify obstacles.
- Communicate effectively to motivate service users to overcome obstacles and to see the benefits of doing so.

### DID YOU KNOW?

Calling someone by the first name is considered impolite at a first meeting. To show respect, care workers should always ask a service user how they would like to be addressed.

### High quality care

To provide high quality care, health and social care workers should:

- Regularly attend training to ensure practice is up to date and evidence based.
- Use observation skills to monitor service users and respond to changes in wellbeing.
- Be competent and demonstrate effective use of skills and knowledge.
- Have the courage and honesty to report mistakes and raise concerns.
- Support service users to make a complaint to identify and overcome issues.
- Organise their own resources and time to be calm and patient-focused.
- Communicate with service users to build trusting relationships and demonstrate care.

### Person-centred care

To ensure care is person-centred and based on individual wishes, health and social care workers should:

- Use communication, organisation, and problem solving skills to involve service users in care planning and decision making.
- Actively listen to and observe the body language and behaviours of service users to identify needs.
- Demonstrate compassion to understand the worries, values and needs of service users.
- Be patient when developing relationships and using communication skills to build trust and enable service users to express themselves.

## Benefits to individuals of the skills, attributes and values in health and social care practice (2)

### GETTING STARTED

Explain ways that the values of courage and communication can protect service users from harm.

### DID YOU KNOW?

Three steps to overcome prejudice:

- 1 Recognise that everyone is prejudiced.
- 2 Don't let your prejudice impact your behaviour.
- 3 Challenge the prejudice of others.

The previous activity outlined benefits to service user Ruth of the skills, attributes and values demonstrated by her care workers. Further benefits to service users are outlined below.

### Not discriminated against

To promote equality and ensure service users are not discriminated against, health and social care workers should:

- empathise with service users so they feel able to speak freely without fear of judgement
- problem solve to help service users overcome personal obstacles to care services
- work with compassion to understand the worries and needs of service users
- be honest about and show commitment to overcome own prejudices
- have the courage to challenge discrimination by others.

### Protected from harm

To protect service users from harm, health and social care workers should:

- develop trusting relationships with service users so they have someone to confide in
- have the courage to challenge poor practice
- take time to care and demonstrate genuine concern for others
- actively listen to verbal messages and observe non-verbal messages communicated by service users
- attend training required to be competent and know safeguarding procedures.

### Able to raise complaints

To ensure that service users feel comfortable to raise complaints, health and social care workers should:

- have the courage to support users to raise concerns and make a complaint
- demonstrate patience and professionalism when supporting service users to make a complaint
- be committed to addressing issues and following procedures to uphold care standards
- work with service users to address and overcome issues when a complaint is made
- have the skills and knowledge to deal with difficult situations
- work with compassion to understand the concerns raised by service users.

### Dignity and privacy protected

To protect and uphold dignity and privacy, health and social care workers should:

- demonstrate competence when carrying out procedures such as supporting service users with personal care
- organise their own workspace, equipment, and the environment appropriately
- provide quality care which upholds standards and meets individual needs
- be committed to improving the care experience of individuals.

## Respect

To treat service users with respect, health and social care workers must:

- Empathise to understand a person's situation, attitudes, and behaviour without judgement.
- Be patient and allow time for people to process information and express themselves.
- Demonstrate competence in a role by having the skills and knowledge to meet individual needs.
- Identify and be able to meet individual verbal communication needs of service users.
- Be aware of preferred use of personal space and how gestures might offend when communicating with service users.

## Independence

To empower and promote the independence of service users, health and social care workers should:

- Communicate effectively when providing information and support.
- Demonstrate competence by knowing best practice to promote independence using techniques and equipment.
- Work with service users to problem solve and find ways to be independent.
- Develop trusting relationships to help build confidence and self-esteem of service users.
- Be patient whilst service users develop the skills and confidence to be independent.
- Use courage to uphold rights and empower service users.

## Care decision involvement

To ensure service users are involved in care decisions, health and social care workers should:

- Be honest with service users about their situation so they are empowered to make choices and decisions.
- Be committed to upholding standards and putting service users at the heart of decision making.
- Work with service users to explore solutions to problems and overcome obstacles.
- Identify the individual communication needs of service users so they are able to express their needs and wishes when decision making.
- Actively listen and respond appropriately to the needs of service users.

### CHECK MY LEARNING

Explain skills, attributes and values needed to promote person-centred care which empowers people to be independent.

### ACTIVITY

Using the case study below:

- 1 List skills, attributes and values demonstrated by Ruth's care workers.
- 2 Outline the benefits to Ruth of these skills, attributes and values.

Ruth is 92 years old and lives alone. She copes fairly well with day to day living but is frail and sometimes forgets things. Ruth was in hospital recently after a fall and now receives care at home.

Ruth thinks her care workers are friendly and caring, and she looks forward to their conversations. They are always polite and call her by her full title, Mrs Evans. There are many health and social care workers involved in planning Ruth's care. The team has to be organised to work effectively and meet Ruth's needs. Ruth is always involved in decisions about her care. She appreciates the way care workers speak slowly and clearly. This gives her time to think about what they have said and to express herself. Everyone is very patient, which helps her to think clearly and not get flustered. After Ruth told care workers she felt a bit unsteady on her feet, a walking frame was provided to help her to be more mobile and independent at home.

**ACTIVITY**

Sasha is in hospital whilst he recovers after breaking his leg. He is immobile, and the healthcare assistant arrives to provide personal care. She doesn't speak to Sasha and leaves the curtains open around his bed whilst giving him a bed bath. Later that day, Sasha tells a nurse he wants to make a complaint.

- 1 Using examples of skills, attributes, and values, explain how the healthcare assistant failed to uphold care standards.
- 2 Explain how the nurse can support Sasha to make a complaint using one skill and one value of your choice.

**DID YOU KNOW?**

Bed bath means helping a patient to wash who is confined to bed and doesn't have the physical or mental ability to wash themselves.

**Confidentiality protected**

To ensure confidentiality is protected, health and social care workers should:

- use communication skills to develop trusting relationships with service users
- know how to share service user information safely when communicating with colleagues
- have the knowledge, skills, and competence to take responsibility and uphold standards.

**Rights promoted**

To promote the rights of service users, health and social care workers should:

- have the courage to speak up and promote the rights of service users
- have the knowledge and skills to uphold the rights of service users
- be committed to embedding the 6Cs in everyday practice
- problem solve to overcome obstacles and promote equality for service users
- be competent and follow policies and procedures to ensure rights are upheld.

**CHECK MY LEARNING**

Choose one section of Component 2 to read again. Create three questions, with answers, about that section. Ask your questions to someone in your class and assess their answers.

**LINK IT UP**

For more information on how to support people effectively, go to Section B, Component 1.