

Assignment brief

Learning Outcomes and Assessment Criteria 2020-21



Sample number: 3

Unit Title: Professional Skills in Health Care

Overview of assessment task

Students should produce a written essay, using correct academic format in which the appropriate assessment criteria are explored.

- Students should analyse professionalism in health care in relation to the BBC Panorama documentary 'Terrible Care Home Abuse UK' (2017) <https://www.youtube.com/watch?v=9r17FgprE5g>
- Using the document link above, provide analysis of two or three instances of professional practice (good or bad) from the Panorama documentary, with supporting analysis from key policy documentation.
- Students should also analyse the complexity of service users' rights of health care in their essay, using practice examples from the documentary.
- Relate and analyse publications and key policies such as The Human Rights Act (1998), The NHS Constitution, The Francis Report, The Care Quality Commission standards and The King's fund (at least two)

Learning outcomes and assessment criteria

Learning Outcomes	Assessment Criteria
4. Understand professionalism in relation to approaches to health care	4.1. Analyse professionalism in health care
5. Understand the complexity of service users' rights in health care	5.1. Analyse the complexity of service users' rights in health care

Grading Descriptors and Components 2020-21

Sample number: 3

Unit title: Professional Skills in Health Care – GC8/3/AA/01G

GD 5: Communication and presentation

Merit	Distinction
<p>The student, student's work or performance:</p> <p>shows very good command of</p> <ul style="list-style-type: none">• format• structure• language (including technical or specialist language)	<p>The student, student's work or performance:</p> <p>shows excellent command of</p> <ul style="list-style-type: none">• format• structure• language (including technical or specialist language)

GD 7: Quality

Merit	Distinction
<p>The student, student's work or performance:</p> <p>b. puts forward arguments or ideas which are generally unambiguous but which are in a minor way limited or incomplete</p>	<p>The student, student's work or performance:</p> <p>b. puts forward arguments or ideas which are consistently unambiguous and cogent</p>

Professional skills essay Assignment 2.

Word count: 2153

Within this essay it will explore and analyse professionalism within the health care setting, in relation to the BBC panorama documentary "terrible care home abuse" . it will investigate and argue that when professionalism and care standards are not upheld, they can result in the neglect and abuse of a service user, and how these service user's rights become more complex due to their status and needs. It will display analyse key policies that are put in place to prevent these situations from arising.

Professionalism is a way of being rather than a checklist of things. It must become intrinsic and internalised and shown in a way one acts through communication, attitude and commitment. Professionalism is defined as having specialised knowledge and more often intensive academic preparation (Merriam-Webster, 2002). Personal professionalism is regarded as being able to achieve and uphold the standards required within an organisation of work and having self-perception that delivers a high level of professionalism that goes beyond what is expected (Campbell. S, No date). Professionalism within a health care setting requires great knowledge and openness to grow, it requires development of an outstanding work ethic, that displays respect, integrity and values, that can comply with professional values of the job role. Professional ethics are defined as being "derived from the Greek 'ethos', meaning a person's character, nature or disposition. Ethics, as relating to morals, pertains to the distinction between right and wrong, good and evil In relation to actions, volitions or the character of responsible beings", and to be able to show candour in removing harm and preventing harm (Leathard. A and McLaren. S, 2007).

According to NHS Constitution (2015) whose values provide common ground for coadjuvancy to achieve shared aspirations, at all levels of the NHS, they strive professionalism on "a common set of principles, values, rights, pledges and responsibilities". All NHS bodies supplying NHS services including The Secretary of State for Health are obligatory to uphold by law and must be cognizant to this constitution which is legally binding (NHS Constitution, 2015).

The Nursing Midwifery Council Code (2015) upholds their professionalism with four main points which are "prioritise people, practice effectively, preserve safety and promote professionalism and trust". Nurses and midwives must uphold these professional standards required of them, they must practice them when providing the best care for an individual, groups and communities. They must show these values in all roles such as leadership and in all aspects of education and research. It is imperative nurses and midwives comply and interpret these principles in a range of different practice settings, as they are not negotiable or discretionary. (NMC, 2015).

The fundamental Values such as the six c's which are "Care, Compassion, Courage, Competence, Communication and commitment" (NHS, No date), they are a code set to promote professionalism which gives structure and a guide of the core values that everyone working in a care environment must take into account to work effectively and efficiently.

These professional principles and values are not legally binding in some health care establishments, although they state the strive to uphold the same level of professionalism as other care providers. The Skills for Care (2013) provide a code of conduct for healthcare support workers and adult social care workers in England, which is funded by the Department of Health. They state that their "code was adapted from original work developed in partnership by NHS Wales" (Skills for Care, 2013), the code is just guidance statements and does not contain sanctions for violation of the code, however anyone working within any care service must comply with the law and must have a (DBS) disclosure and barring service, before they are able to work with vulnerable individuals (Care Act 2018). This is to ensure the safeguarding of service users, there is a need to be more mindful of a safer recruitment within care job roles, especially when working with vulnerable individuals.

In relation to the documentary a great deal of abuse and neglect and suffering were unlawfully carried out by health care workers to several service users within health care settings. One incident that took place was the unprofessional practice, dehumanisation and physical torture of ninety-three-year-old Evonne Grant, who in total asked to be taken to the toilet forty-five times within a three-hour period. Evonne had called "nurse" three hundred and twenty-one times. Evonne was ignored and shown no compassion and competence by staff members, who was told to defecate in her incontinence pad, as they were busy and understaffed. Goodman, 2012 states that "service users and carers want more continuity of

staff, as they are otherwise liable to experience care of a lower quality, plus embarrassment and loss of dignity in receiving personal care", (Goodman 2012.) Evonne was a proud woman that wanted to have her independence and dignity upheld. Staff failed to address Evonne's complex needs that she was not able to walk to the toilet unaided.

The rights of service users become more complex due to their specific needs, and they may not be aware that their rights are being breached. Complex needs arise when individuals who have long term emotional and physical disabilities, require more experienced services from health care providers and professionals, so that they can uphold their needs physically and emotionally, (NHS Oxford Health, No date).

The health care workers should have provided Evonne with the care and dignity which was her human right. "No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment", (UDHR 1948). Although Evonne's needs were complex due to her disability, some of the staff members failed to use the correct equipment provided to aid Evonne to the toilet which failed to comply with the service user's rights.

Discrimination against a person is being treated unfavourably due to their physical or mental health, and if a person has failed to make a duty of care in making reasonable adjustments for a client with a disability, (MIND 2019). The Equality Act 2010 which under section 15 Discrimination arising from disability that states "a person who discriminates against a disabled person unfavourably because of something arising in consequence of the client's disability, and cannot show that the treatment is a proportionate means of achieving a legitimate aim", (The Equality Act 2010).

It was only later a nurse tended to Evonne and used the hoist provided in her room, which she needed due to her disability the nurse correctly delivered the complex care to Evonne. Nurses in their field practise in a compassionate, respectful way, maintaining dignity and wellbeing and communicating effectively, act on their understanding of how people's lifestyles, environments and where care is delivered influence their health and wellbeing (NMC 2018).

The documentary shows Joan Maddison, a resident in a care home who was already suffering from dementia and was paralysed down one side due to a stroke, then became the victim of insidious abuse, psychological and domestic abuse. Dementia is a "syndrome of group related symptoms associated with an ongoing decline of brain functioning". (NHS, No date) Dementia can cause a person to experience changes in personality such as behaviour and mood swings, all of these can interfere with a person's normal socialising skills they also have problems controlling their emotions, (Dementia UK, No date) . The Mental Capacity Act Code of Practice states that people should not assume that you lack capacity because of any medical condition you may have (2005 Mental Capacity Act). A care worker acted out in violence, physically abusing Joan, the care worker was not maintaining the professional standards and values expected from her and was not able to adapt and deal with Joan' s complexity and **lacked** the ability to deal with the situation correctly.

The skills for health code states that employees "should always make sure that their actions or omissions do not harm an individual, or their wellbeing, you must never abuse, neglect or exploit those who use health care services" Skills for Health 2018). The law states under the Common Assault (section 39, Criminal Justice Act 1988) "that a person is guilty of common assault if they either inflict violence on another person". If proven guilty can lead to a fine or a prison sentence.

Various other staff members witnessed the abuse of Joan but failed to show any competence and candour in diffusing the situation and did not act in the best interest of the resident.

Competence means all those in caring roles must have the ability to understand an individual's health and social needs. (NHS 2016). The duty of candour will require all health and adult social care providers registered with Care Quality Commission, to be open with people when things go wrong. The regulations would impose a specific and detailed duty of candour on all providers where any harm to a service user from their care or treatment is above a certain harm-threshold. (CQC 2014). The healthcare workers should have shown excellent interpersonal skills and communication with the Joan, the Nursing Midwifery Council state that nurses should all demonstrate competencies in their work (NM C, 2010).

In relation to this situation it could be argued that staff members could have been frightened to come forward, and were unaware of the Whistle-blowing Act. Every employee

is by law is protected by the Disclosure Act 1998. It is an "act of parliament that protects whistle-blowers from detrimental treatment from their employers". (Disclosure Act 1998).

Within both unprofessional incidents it occurs due to a lack of trust family members and reporters placed cameras in each resident's room. Both residents had complex needs, their family members felt they were not receiving the safe high quality and compassionate care expected. When a client's needs become complex in some situations there needs to be an advocate, to be able to listen and speak for the client in situations when they feel or cannot make their views known (Mental Capacity Act 2015). Authentic relationships are the grounds for building a good foundation of care and trust amongst family's and users with complex needs due to disability's and health. BNA (No date).

It could be argued that there was no relationship of trust between family and the careers. Family members felt the need to install a hidden camera , however the Care Quality

Commissions have devised from doing this as it can evade people's privacy and dignity and could also have legal consequences. They state that the correct method is to raise their concerns first to the provider of the service or to a local council (CQC 2015). If regulatory bodies feel there is a need to put recording surveillance into someone's bedroom, authorisation can be given by the Regulation of Investigatory Powers Act. (RIPA 2000).

To conclude from this documentary, it highlights imperative points and the actions that needed to be implemented to provide better care for service users. Studies and reports concluded from these events have shown a lack of effort to uphold the policies that protect service users and their rights. Reasons why these incidents could have been occurring is because of the growing populations and growing demand for care. People in the UK are living longer and studies from the Kings Fund state that individuals are living with more long-term medical conditions (Kings Fund 2012).

Up to now there is still a large amount of job vacancies within the adult social care sector, the majority of these are care workers (Skills for Care, 2018). This could be due to older people's services not having high societal status due to the low wages, and the staff having lack of support. Staff that feel demoralised and resentful do not have a positive work ethic of care, which evidently can result in them being distant and to behave in demoralising ways (The

Kings Fund ,2012). By 2037 the numbers of carers will increase to nine milli on in aid to help this situation {Carers UK, 2015a).

According to the National Institute for Health and Care Excellence guidelines they state the care act 2014 took into force specific financial provisions for all local authorities to uphold their policy and promote better care and wellbeing rather than just providing a service, this was took into effect in 2016, the Care Act also plans to use a more integrated and coordinated way of working between loca authorities, providers, national bodies and clinical commissioning groups to take a more holistic and coherent provision of support to service users. (NICE 2019).

Overall the governments responses to these situations have been recognized and are being put into practice. The overall importance is how the leadership and external structures become consistent and robust, these are essential to creating a culture of compassion in health care, and following the FREDA principals that "stand for Fairness, Respect, Equality, Dignity and Autonomy" (Department of Health 2013).

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