

Examples of how practitioners apply the values within health and social care services.

Person-Centred Care

A healthcare practitioner develops a deep understanding of an elderly patient's preferences, needs, and goals. They tailor the care plan to accommodate the patient's physical limitations, emotional well-being, and personal preferences, promoting a sense of autonomy and dignity.

A social care worker actively listens to a client with mental health challenges, ensuring their unique needs and aspirations are understood. By involving the individual in decision-making regarding their care plan, the worker empowers them to actively participate in their own recovery and regain a sense of control over their life.

Respect

A healthcare team demonstrates respect for cultural diversity by providing language interpretation services, culturally appropriate meals, and religious accommodations to patients. This fosters trust and ensures individuals feel valued, reducing barriers to seeking care and promoting better health outcomes.

A care provider acknowledges a patient's right to make informed choices about their treatment options, even if they differ from the provider's personal beliefs. By respecting the individual's autonomy, the provider helps the patient maintain a sense of independence and agency in their healthcare decisions.

Independence

A support worker assists a person with physical disabilities in developing independent living skills, such as cooking, cleaning, and managing daily tasks. By empowering the individual to live as independently as possible, the worker promotes self-confidence, self-reliance, and a higher quality of life.

A healthcare professional implements a personalised rehabilitation program for a stroke survivor, focusing on regaining functional abilities and promoting independence. Through tailored exercises and therapies, the professional enables the individual to regain control over their daily activities and enhances their overall well-being.

Care Decision Involvement

A nurse involves a patient in care planning discussions, ensuring their preferences, concerns, and goals are considered. By actively engaging the patient in decision-making, the nurse promotes a sense of ownership, trust, and collaboration, leading to improved patient satisfaction and adherence to the care plan.

A social worker facilitates a care conference where family members and the client discuss and contribute to important decisions about long-term care options. By involving all stakeholders, the social worker ensures that the individual's voice is heard and respected, resulting in a more person-centred and holistic care approach.

Not Discriminated Against

A healthcare facility ensures that all individuals, regardless of their race, ethnicity, gender, or disability, receive equitable access to care. This commitment to non-discrimination creates a welcoming and inclusive environment where individuals feel respected and valued, leading to improved trust and engagement in their healthcare journey.

A social care organisation implements policies and training programs to address and eliminate discrimination based on sexual orientation or gender identity. By fostering a safe and accepting environment, individuals accessing their services can openly express their identities, receive appropriate support, and have their unique needs recognized and respected.

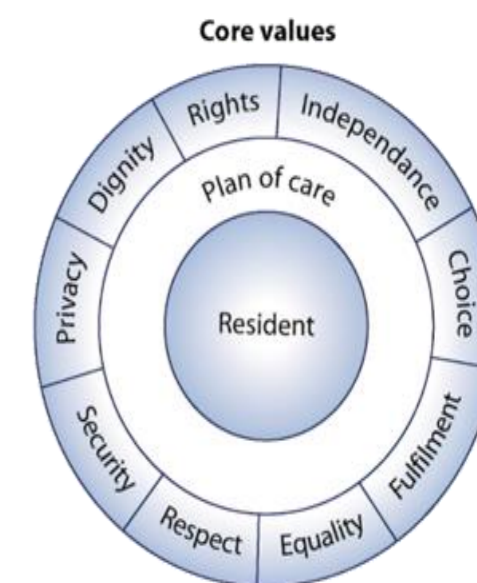
Protected from Harm

A care facility maintains a robust safeguarding system to ensure the safety and well-being of vulnerable individuals, such as children or elderly residents. Through thorough background checks, staff training, and ongoing monitoring, the facility creates a secure environment that protects individuals from abuse, neglect, and harm.

A healthcare provider implements rigorous infection control measures to prevent the spread of diseases and minimize the risk of healthcare-associated infections. By adhering to strict protocols, using proper hygiene practices, and maintaining a clean and sanitized environment, individuals accessing the services are protected from potential harm and the transmission of infections.

Able to Raise Complaints

A social care agency establishes a clear and accessible process for individuals to voice their concerns, complaints, or feedback. By encouraging open communication and actively addressing any issues raised, the agency empowers individuals to voice their opinions, contribute to service improvement, and ensure their needs are met effectively. A healthcare provider offers multiple channels for individuals to provide feedback or file complaints, such as dedicated helplines, suggestion boxes, or online platforms. By making it easy for individuals to express their grievances or suggestions, the provider demonstrates a commitment to accountability, continuous improvement, and ensuring that the concerns of individuals accessing their services are heard and acted upon.



Dignity and Privacy

A care home ensures that individuals' privacy is respected by providing private rooms or personal spaces where they can retreat, have personal conversations, or engage in activities. By valuing individuals' dignity and privacy, the care home promotes a sense of autonomy, personal space, and respect for personal boundaries.

A healthcare practitioner consistently upholds the principles of dignity and privacy by using appropriate draping techniques during examinations, maintaining confidentiality of medical records, and seeking explicit consent for any procedures or disclosures. By safeguarding individuals' privacy and dignity, the practitioner fosters trust, emotional well-being, and a respectful patient-provider relationship.

Confidentiality Rights

A counselling service ensures that all personal information shared during therapy sessions remains confidential, except in situations where there is a legal obligation to report potential harm or abuse. By respecting the confidentiality rights of individuals, the service creates a safe space for open and honest communication, allowing individuals to freely express their concerns and emotions.

A healthcare institution implements stringent data protection measures and adheres to strict privacy policies to safeguard individuals' confidential medical information. By maintaining the confidentiality of individuals' health records and personal data, the institution upholds their rights to privacy, instilling confidence and trust in the healthcare services provided.