

Induction for Adult Care Staff

Factsheet

Principles & values of care

- The wellbeing and protection of individuals is of prime importance
- The individual is at the centre of everything we do
- Services should be designed around the individual and their needs
- Professionals should work together to meet individual needs
- Services must always promote diversity, independence, choice, empowerment, identity and safety

Principles and Values of the SSWB (Wales) Act 2014

Changed the way Local Authority and other care services work together in partnership to help and support individuals.

The Act helps to ensure individuals enjoy wellbeing in all areas of their lives as much as they are able to and supports them to choose what matters to them when planning their care and support.

There are 3 elements to the ACT

- The Act
- The Regulations which provide details on the requirements of the ACT
- Codes of Practice which provide practical guidance on how to implement the principles of the Act in practice

Who the ACT applies to

- Adults-aged 18 or over
- Children –under the age of 18
- Carers-adults or children who provide care & support

The 5 Principles

- Voice & control
- Prevention & early intervention
- Wellbeing
- Co production
- Multi agency working

Principles into practice

- Timely advice and assistance provided to individuals to prevent their situation getting worse is a key part of the principles and values of the Act, working preventively
- Promote the well being of individuals- known as the Well Being Duty under the Act in all aspects of life
- Individuals have full control when deciding the support they need and in relation to decisions about their care and support, they are viewed as an equal partner

Values influence a persons behaviour and attitude and serve as broad guidelines in all situations.

What is wellbeing?

- Having your rights
- Being emotionally, physically and mentally happy
- Being protected from abuse harm and neglect
- Having education, sports and play
- Being part of the community
- Having a social life and enough money to live a healthy life
- Having a good home

Legislation & national policies

- The key Legislation is the Social Services and Wellbeing Act 2014
- Codes of Practice
- This Legislation and Codes of Practice tell health and social care workers how individuals must be supported
- They also set out how services should be planned and delivered

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Duty of care

You have a duty of care to all those receiving care and support in your workplace.

A Duty of Care is the duty to promote wellbeing and make sure that people are kept safe from harm, abuse and injury.

Advocacy

Its about ensuring individuals have full control when deciding the support they need and are viewed as an equal partner. This may mean an independent advocate is needed to ensure the individual has voice, choice and control and is able to express their views, wishes and needs.

This impacts on the carer role as the individuals care needs to be personalised to the individual and this may involve support from an advocate.

An advocate offers independent support to individuals to ensure their voice is heard and their rights are respected. They also help individuals to access and understand information and services.

Rights based approach

A rights based approach involves service delivery that places principles and values as central to all aspects of planning, policy and practice.

Individuals must always be at the centre of their care and must be consulted and their views always come first.

What does this mean in practice

- Treating each person as a unique individual respecting and promoting their individual views and wishes and support their right to have control in their lives and make informed choices
- It is a way of providing care around the individual not just in relation to their health needs
- Individual centred values and approaches ensure that the rights of the individuals are upheld and are about the total care and support of the individual

Legislation & national polices

Wales has a number of pieces of legislation, rules, regulations, polices, guidance, documents and statutory codes of practice all of which promote diversity, ensure quality, end discrimination and support a rights based approach.

- Social Services and Well Being (Wales) Act 2014
- Human Rights Act 1998
- Equality Act 2010
- Mental Capacity Act 2005

Code of Professional Practice

As a social care worker you are responsible for ensuring you work to the standards in the Code. You must ensure that your professional conduct and practice do not fall below the standards, and that no action or omission on your part harms the well-being of individuals.

1. Promoting well-being, voice & control
2. Maintaining Confidentiality of information
3. Promoting & Supporting Individuals rights
4. Act with Integrity & uphold trust & confidence
5. Protecting individuals & others from harm
6. Be accountable for the quality of your work & maintain your knowledge & skills
7. If applicable, manage & lead staff

Peoples rights

- Choice
- Confidentiality
- Protection
- Equality
- Consultation

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A person centered approach

A Person centred approach means that the individual is at the centre of their care and support planning and their rights and choices are respected.

Its about listening and learning what the individual wants in and from their lives and ensuring family, friends, professionals and services work together with the individual to make this happen.

Beliefs, values, preferences, desires, family and social circumstances and their lifestyle all have to be considered.

- The individual must lead the process as its about them
- Communication must be tailored to the individual

Benefits of a person centred approach

Working in a person centred way involves the attitudes and approaches taken to ensure individuals are not excluded or isolated from any service, treatment or activity.

- Its about supporting diversity by accepting difference and promoting equality of opportunity
- Its about being inclusive and working in ways that recognise respect and value individuals
- Supporting the individuals diverse needs and supporting them to develop a sense of belonging, well being and confidence

Dignity & respect

- Individuals with care and support needs place their trust and confidence in care and support workers and expect to be protected
- Workers should treat individuals the way they would want to be treated
- Behaving with dignity and respect towards individuals means respecting their views, choices and decisions and not making assumptions

Positive risk taking

- Positive risk taking supports the wellbeing of individuals
- It is key to the implementation of person centered support
- It increases inclusion and individuals rights
- Its about promoting individuals participation in their care and support
- It's a balance between keeping people safe and supporting individuals to live their lives

What is the value of positive risk taking to individuals ?

It enables the individual to develop their independence, confidence, well being, voice and autonomy.

Consent

- Consent from an individual is a Legal requirement in health and social care before any care giving activity or intervention
- It is a way to show respect for an individual as a social care worker
- The process of establishing consent is a way of building trust and a professional working relationship
- Consent can be given in a number of ways either verbally or by a gesture
- Informed consent/choice is another important principle that needs to be followed and respected by ensuring the individual understands what they are consenting to

Welsh language & culture

In order to deliver a service which meets people's individual needs and respects their diversity, services must be able to support Welsh language and culture by being able to communicate with people whose first language is Welsh.

Legislation and national strategies for Welsh language

The Welsh Language (Wales) Measure 2011 established the post of Welsh Language Commissioner.

Two principles underpin the Welsh Language Commissioner's work.

- In Wales, the Welsh language should be treated no less favourably than the English language
- Individuals in Wales should be able to live their lives through the medium of the Welsh language if they wish

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Building positive relationships

Meaningful interactions that result in positive emotions such as happiness, enjoyment and peace and a sense of well-being.

Individuals often lose their independence when they enter care, which puts their dignity at risk. Person-centred care enables you to maintain that dignity by respecting their wishes and treating them with compassion and empathy.

Professional boundaries

Effective work relationships are based on professional boundaries which means carers, when supporting individuals with care and support needs, must...

- Show respect for their beliefs, opinions, life experiences and social, cultural and ethnic backgrounds
- Deliver services based around their wishes, expectations and preferences
- Support their rights to dignity, choice, privacy, independence, confidentiality, equality and fair treatment
- Protect from harm whilst supporting right to take risks
- Communicate using the individual's preferred method
- Supply support that meets their specific needs
- Remember they are professionals not 'friends' so must act in a professional manner at all times

Effective communication

Effective communication is much more than passing on information, it is about involving, engaging and listening to others and checking understanding.

- It's a two way process
- Adaptive communication styles
- Speak clearly without jargon
- Active listening
- Reassure with eye contact and smiles
- Open body language
- Show an interest in what is being said

Equality, diversity, inclusion & discrimination

- It is your role to promote equality and diversity and challenge any practice that does not reinforce this approach
- It about being inclusive and adapting to meet an individuals care and support needs and treating each individual with fairness and dignity
- In health and social care an understanding of these terms is vital to ensure inclusive and non discriminatory care and support

Unlawful discrimination

- Age
- Disability
- Gender reassignment
- Marriage & civil partnership
- Pregnancy & maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Examples of discrimination

- Refusing to provide you with a service
- Stop providing you with a service
- Giving you a service of worse quality or on worse terms than they would normally offer
- Causing you harm or disadvantage
- Harassing you
- Punishing you because you complain about discrimination