

INDIVIDUALITY

and

HUMAN RIGHTS

WORK MANUAL

UKQCS Training

Individuality

Work through this manual and answer the questions at the end returning to your supervisor as soon as possible discussing any issues arising

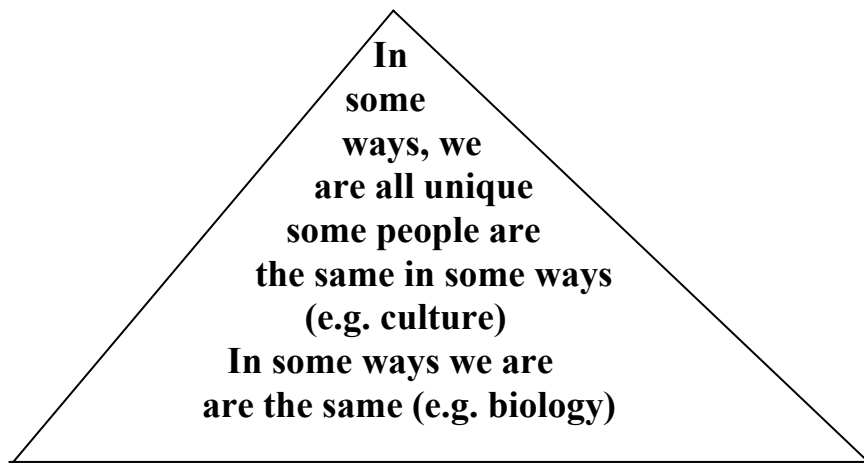
As with rights and choice individuality and identity are important aspects of human dignity. If people feel they are not being treated as individuals but simply as part of a wider group it is likely that they will feel that their needs are not being recognised and that they are not being valued as a person in their own right and have a negative affect on their self esteem and self image.

Can you think of a time when this has happened to you?

People in social care may well have much in common but we should not forget that each client is a unique individual

So what is Identity? - The Collins English dictionary says that: -

Identity is - ‘the state of having unique identifying characteristics held by no other person or thing; the individual characteristics by which a person or thing is recognised’



In some ways we are all the same e.g. we all need to eat and drink and breathe.

UKQCS Training

In some ways some people are different e.g. Age, gender, culture and other social group membership

We will have much in common with certain groups of people but be very different from others.

In some ways all people are unique with their own personal beliefs, feelings, preferences and needs

Identity is of course a short hand term for ‘who we are.’

This can be divided into 2 main elements self image and self esteem

- **Self Image -describes how we see ourselves**
- **Self Esteem - describes how we value ourselves**

As a short exercise (but you do not have to share with anyone) - describe how you see yourself and how you value yourself

What affects identity, self-image and self-esteem?

- **messages received from others**
verbal, physical, visual, financial, body language, touch
- **Where from?**
Significant others including teachers, mothers, fathers, friends, lovers, partners, relatives, carers, children; colleagues, environment, media etc.
- **negative messages**
physical and verbal abuse; rejection; stereotyping; contempt; lack of acceptance; displeasure

Identity develops through our experiences; how we respond and the choices we make. Life experiences can have a powerful impact on how we see ourselves. Positive experiences (success, achievement) and dealing with difficulties in a constructive manner will tend to enhance our view of ourselves. A series of difficult experiences (for e.g. loss of employment, followed by a break up of a relationship) may lead us to a lower view of ourselves.

In good care practice the carer positively contributes to a clients self image and self esteem

UKQCS Training

Look back over your experiences and how you were affected. Was there any time when someone made fun or some other negative response to you because of some individual, cultural etc. difference or a difficult experience e.g. loss of employment.

How did it make you feel?

Now recall the positive experiences when you have been praised, or achieved some success or given a compliment -

How did it make you feel?

It is essential from the point of view of good social care practice to understand and value what people's beliefs and values are and their actions should reflect this

The carer should address people appropriately - our names and how we are addressed by people are also important parts of our sense of identity. In order to respect this we must check how people wish to be addressed. For example dealing with adults be aware of assuming that using first names will be interpreted as a sign of friendship many people were brought up to see this as a sign of a lack of respect and may prefer to use formal titles (e.g. Mrs or Mr) until they get to know you. It does not hurt to ask people how they would like to be addressed but it can hurt to be addressed inappropriately.

Carers should be sensitive to cultural issues - develop own knowledge awareness and understanding of different cultural, beliefs, values and practices

Carers should consult with clients to find out what and how they like things done

Carers should communicate with the client, listening, to find out their likes and dislikes; what their interests and beliefs are etc.; and showing interest.

Carers should empower the client and encourage and assist them to be as independent as possible.

CONSULTATION with clients throughout is important and necessary to treat your clients as individuals and to enable the best possible individualised care - to maximise the overall quality of life of the customer

UKQCS Training

Human Rights and Company Philosophy

It is your legal responsibility to respect people's rights and to protect them from physical or mental harm. Legal action may result from abuse or failure to report suspected abuse. If a person in your care has a complaint report it.

Activity - Imagine you are a disabled or elderly person who is having to accept personal care for the first time and will always be dependent on others for help

- (1) How would you be feeling - your hopes/fears
- (2) Describe how you would like the carers to be and *star the most important things

What do you think it would be like not to be able to make choices?

Not to be able to choose what to eat; when to eat; where to eat; what to wear; when to get up; when to go to bed; to read the paper; when to go to the toilet; to be able to wash, dress, attend religious services, perform certain cultural rituals as you have always done, in the way you like them done etc. etc. etc. - it takes away your individuality and is against our basic human rights

Go through the staff handbook and read through the principles and values underpinning our service in providing customer care

UKQCS Training

From the European Bill of Rights –

‘ I have a responsibility to respect the right of others’

People as Individuals

The definition of Empathy is to identify with another person. This means imagining yourself inside that person, seeing the world through their eyes and experiencing life from their perspective. To do this you must have some knowledge of that person as an individual with his or her own history, culture and traditions. With this information and an understanding of the person’s wishes and interests it will then be possible to provide individualised care.

How well do you know your clients?

POWER & EMPOWERMENT

In care situations the helper has the power because: -

- the client is vulnerable and relies on the helper
- the client is grateful especially in circumstances where there is no one to help
- the client is reluctant to complain because he may be anxious that the service continues
- the client is unable to achieve actions without help

Care workers need to actively and positively **EMPOWER** clients. This means move the power and control of the care situation to them within the boundaries of the service by: -

- enabling them to make choices
- respecting their wishes
- doing things as they want them or explaining why not
- enabling them to do things themselves
- recognising that Care is about doing with not doing for
- reminding them that they are entitled to the service

All of which will help build a client’s self esteem and confidence

Do you do this?

How do you do this?

UKQCS Training

Even if a client is totally dependent - if they are able to choose How; Where; When etc the care is carried out they will feel empowered and in control of their life.

Go to your employee's handbook and read the organisation's philosophy of care

UKQCS Training

Philosophy of Care

The organisation will at all times provide a care service: -

- *which is structured by the wishes of the customer*
- *which cares for the Customer as a whole person*
- *which is good value for money*
- *which seeks to maximise the overall quality of life of the Customer*

UKQCS Training

Client's Rights

Clients who are receiving a care service have the same civil and legal rights as other citizens. Members of the Care team have a duty not to knowingly infringe these rights. In some circumstances there are legal constraints on a clients rights - client detained under section of the Mental Health act 1983 being an example.

All clients have the right to dignity and preservation of self-respect; to individuality; to considerate and respectful care; to confidentiality on any records, files, notes etc., to self determination (to make choices and not to be subjected to regimented or rigid routines) and to express emotions like happiness or sadness without unwanted interference and the opportunities for emotional expression.

How are client's rights safeguarded?

The client's rights are protected by the same legislation as other citizens. (e.g. Sex, disabled persons Act Race relations act) and some pieces of legislations are particularly aimed at promoting the rights of persons requiring care like the Patients Charter. The Citizens Charter is a white paper which was published by HM government in July 1991 and is concerned with improving choice, value and accountability in public services. The Patient Charter sets out an individual rights to care in the NHS and sets out 10 rights

Another way in which client's rights are promoted is by a Code of Conduct.

Codes of Conduct are not strictly speaking law; they are guides to good practice. Such codes are normally drawn up and agreed by occupational and or professional groups and provide a yardstick against which can be measured the practice of individuals or organisations. The provision of a complaints and appeals procedure by the organization is another measure which can help safeguard client's rights.

Choice

In the course of an average day most of us make choices about a number of things - what to wear, how to fill our spare time what to spend our money on to name just a few. Everyday decisions about everyday aspects of daily life. Choice is important and opportunities should be provided for clients to exercise their choices. This calls for a certain amount of flexibility in the basic routines

UKQCS Training

How are clients in your setting made aware of what alternatives are available?

For choice to be possible there have to be options and alternatives available. Spend time with clients discussing what is available and encouraging expression of preferences. Where the individual is unable to make decisions the care setting should provide the opportunity for advocacy.

Advocacy is about facilitating care - service receivers (clients) to make their own choices about their wants and needs and enabling these choices to be made known to care providers. An advocate may be an independent person or perhaps a person who is significant (partner, relative or friend)

A client's choice should not infringe the rights and choices of other clients in a shared situation (e.g. one clients choice of having the TV at an extremely loud volume to the distress of others in a communal TV room) If there are problems in granting clients choice (availability/cost/other clients choices conflicting). These should be explained in a manner the clients understands. Any problems with which the worker cannot deal with should be reported to the supervisor.

UKQCS Training

Individuality and Human Rights Questions

1. Why do you think people like to talk about their past?

2. What is a care plan?

3. Your attitude and behaviour does not affect other people's behaviour?

True [] False []

4. What choices do you give to your clients?

5. What can affect a client's choice?

6 Tick the appropriate box

You should allow the people in your care to make personal choices whenever possible

True [] False []

UKQCS Training

7 Tick the appropriate box

Advocacy involves: -

- (a) Taking people to court []
- (b) Speaking up on behalf of other people []
- (c) Obtaining goods for others []
- (d) Talking about another person []

8 What are the Company's policies on choice and rights?

(you do not have to write them out but show to your supervisor you have read and understood them)

9 Suggest a variety of ways to ensure clients privacy and dignity is maintained whilst bathing?

UKQCS Training

Individuality and Human Rights

Answers

1. Why do you think people like to talk about their past?

A. It allows them to express their individuality, it can often evoke special memories; remind them of their achievements and it can let them feel they are acknowledged as real individual people

2. What is a care plan?

A. A care plan is an agreed plan developed by the care team for each individual client it outlines present and future care needs and ways these will be met

3. Your attitude and behaviour does affect other people's behaviour?

True [] False []

4. What choices do you give to your clients?

A. All personal choices should be given to the client

Example: -what would you like to eat, how would you like assistance; how can I help, what would you like to eat, where would you like to eat, how would you like it done.

5. What can restrict a client's choice?

A. The ability of the client, the element of risk; cost, availability

6 Tick the appropriate box

You should allow the people in your care to make personal choices whenever possible

True [] False []

7 Tick the appropriate box

Advocacy involves: -

- (a) Taking people to court []
- (b) Speaking up on behalf of other people []
- (c) Obtaining goods for others []
- (d) Talking about another person []

8 What are the Company's policies on choice and rights?

(You do not have to write them out but show to your supervisor you have read and understood them)

UKQCS Training

A. See staff handbook and question carer to check understanding and whether they put the policies into practice

9 Suggest a variety of ways to ensure clients privacy and dignity is maintained whilst bathing?

A. Find out the clients preferences and agree the support required by the client; give practical help discreetly; do not expose too much body at once; use towels to cover; explain or check with the client before each action - they are ready and happy with the way you are assisting; door closed to area, knock on door before entering;