

**Your topic:** LO3 Understand the theories that underpin health and social care practice 3.1 explain the theories that underpin health and social care practice. 3.2 Analyse how social processes impact on users of health and social care services. 3.3 Evaluate the effectiveness of inter-professional working LO4 Be able to contribute to the development and implementation of health and social care Organisational policy. 4.1 Explain own role, responsibilities, accountabilities and duties in the context of working with those within and outside the health and social care workplace. 4.2 Evaluate own contribution to the development and implementation of health and social care organisational policy. 4.3 Make recommendations to develop own contributions to meeting good practice requirements.

**Your topic's description:** Unit Title: Principles of Health and Social Care Practice • Assessed written assignment in an essay format for Learning Outcome 3 and Learning Outcome 4 (LO3 and LO4) • The essay should cover all the assessment criteria for LO3 and LO4

**Your desired style of citation:** Essay

**Your educational level:** Guaranteed 2:2 Standard

**Referencing Style:** Harvard Referencing

**Number of page:** 6

**Words:** 1500

Health and Social Care Practice

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## Health and Social Care Practice

### **Introduction**

Social care was established to deliver excellent medical services to people who have illness, disability, old age or poverty. The service is designed to diagnose, treat and improve both physical and mental health. Social care services are available to anyone whose needs and ability are in accordance with defined rules regardless of background. These services also help those individuals who are responsible for a person eligible to Social Care services. Such individual or families are called carers. Local authorities (councils) are responsible to evaluate the eligibility, needs and financial status of the patients and deliver social care services as per evaluation. After evaluation, local authorities calculate how much should they pay for services rendered to patient under consideration and advise the patient on relevant service provider. These providers may be firms, charities or an independent provider, who specialize in health care services. Social care services are designed to help patient in all forms and places for example at home, out and about in the community.

### **Disabled People**

If the patient is not eligible, according to Disability Rights under the Equality Act 2010, he or she still has a right to receive help in one or more forms for example access to equipment and information, concession on transport or the Blue Badge Scheme.

### **Older People and Social Care**

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Social care services help older people to live independently in their homes and a dedicated team of professionals is available for them. In case older people are unable to live independently, they can reach a sheltered accommodation such as extra care housing.

### Social care and carers

If a person is looking after an ill, disabled or frail elderly person, he or she is called a carer. Social care services support carers and provide vital help for the person they care for. A carer can call Social care services anytime in case of emergency or guidance, free on 0808 802 0202. Besides helpline, carers can find information on social care on Find Me Good Care website from the Social Care Institute for Excellence.

### **Social Care for Children and Young People**

If a person is having problems dealing with overall wellbeing of his or her children and looking for additional help, local social care services provider is responsible to help people as per needs and ability. Each local authority have specialized teams for children. All necessary details about eligibility and service provision are easily accessible at GOV.UK website. Local authority helps to assess the needs and abilities of the children and advise parents to make best decisions for the children. Social care service provider can contribute significantly in making those decisions.

### **Discussion**

#### **Principles of Social Care Services**

First and most important principle is Social care services are free for all; there are a few exceptions as sanctioned by the parliament. Secondly, Social care services help people

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irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status. Social care services perform its duties without violating Human Rights. On the other hand, the basic philosophy that underpins the service is to maintain equality in the society by taking keen interest in improvement of health of weaker parts of the population.

Another important principle of social care services is to treat patients and staff with respect, dignity, compassion and care. If staff is appreciated, empowered and supported, it ensures patients' safety. Another very important principle of social care services is to assist individuals and families to manage their physical and mental health according to their needs and preferences. Patients, their families and carers have their part in all the decisions to improve their wellbeing. Social care services highly encourage and appreciate feedback from patients and staff to improve the organization. Another important principle of social care services to work jointly with all local authority services, public sector services, private sector services and voluntary sector organizations to enhance performance and delivery of medical facilities.

Social care service coordinates and cooperates with all these entities to ensure quality and provision of medical services. Another important principle of social care services is that the public funds are utilized solely to the welfare of public. Since social care services are funded through national taxation, the government sets the structure and agenda for its operations. The parliament ensures that system of responsibility and accountability of social care services is transparent and clear to general public and staff. But, decisions about treatment and detailed organization of services are exercised by local service provider, patient and concerned clinician (Handbook to the NHS Constitution, 2013)

**Impact on the life of Users of Social Care Services**

Social care services have a direct impact on many aspects of life of the users. It is related to their financial aspect through taxes, their political decisions, personal health and their family's welfare and security, therefore, any malfunction or mismanagement has direct impact on the life of British citizen. Thus it is very important to keep it running to meet the expectations of citizen.

**Effectiveness of Inter-professional Working**

The inter-professional working connotes judging work and the object of work as a whole, integrating resources from various areas in a work community or a team (Housley, 2003). It is also called collegial or shared expertise. Due to the ever increasing complexity of health care practice, inter-professional collaboration may enhance quality of care and patient safety (Baker et al., 2006) and patient-based and comprehensive care (McCallin, 2001). The goal is to enhance the effectiveness of care by developing inter-professional practices (D'Amour et al., 2005). The effectiveness of Inter-professional working has noticeably lowered patients' mortality, improved patient safety, reduced hospitalization and associated costs, enhanced patient satisfaction, improved levels of innovation in patient care and increased staff motivation, well-being and retention" (West et al, 2006).

**Own Role, Responsibilities, Accountabilities, Duties and Contribution**

When a person calls for help in any condition: let it be illness, disability, old age care, guidance or information or mental or physical trauma; that person is in most vulnerable state, therefore, the role of the staff at all levels in social care service provider organization is of utmost importance. A social care services provider must assume following standards in course of execution of the duties as mentioned in handbook to the NHS Constitution, Section 4b

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- To take reasonable care of health and safety at work for people, team and others, and to co-operate with employers to ensure compliance with health and safety requirements
- To act in accordance with the express and implied terms of contract of employment.
- Not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation
- To protect the confidentiality of personal information that anyone hold
- To be honest and truthful in applying for a job and in carrying out that job
- It should aim to maintain the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care people personally provide, but also for wider contribution to the aims of team and the NHS as a whole.
- It should aim to take up training and development opportunities provided over and above those legally required of post
- It should aim to play part in sustainably improving services by working in partnership with patients, the public and communities
- It should aim to raise any genuine concern people may have about a risk, malpractice or wrongdoing at work (such as a risk to patient safety, fraud or breaches of patient confidentiality), which may affect patients, the public, other staff or the organization itself at the earliest reasonable opportunity
- It should aim to involve patients, their families, carers or representatives fully in decisions about prevention, diagnosis, and their individual care and treatment

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- It should aim to be open with patients, their families, carers or representatives, including if anything goes wrong; welcoming and listening to feedback and addressing concerns promptly and in a spirit of co-operation.
- It should aim to contribute to a climate where the truth can be heard, the reporting of, and learning from, error is encouraged and colleagues are supported where errors are made.
- It should aim to contribute towards providing fair and equitable services for all and play part, wherever possible, in helping to reduce inequalities in experience, access r outcomes between differing groups or sections of society requiring health care.
- It should aim to inform patients about the use of their confidential information and record their objections, consent or dissent.
- It should aim to provide access to patient's information to other relevant professionals, always doing so securely, and only where there is a legal and appropriate basis to do so

## **Recommendation**

To develop own contributions to meeting good practice requirements, a social care service provider must realize that his or her role and duty in the society is critical and sensitive. This role needs utmost commitment and dedication towards wellbeing of patients and colleagues as well as personal wellbeing. So he or she must feel responsibility, loyalty, nobility, contentment and pride to be a part of social care services and continuously strive to make improvements.

## **Conclusion**

Social care service in our society is playing a key role as a symbol of social equality, social welfare and national interest. It is, therefore, very important to study and understand the



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foundation, organization, goals and objectives of this system to become a part of the system. A deficiency in knowledge, expertise or skill of any worker should be prevented by maximum training and development.

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