

AIMS

To understand your obligations to Duty of Care.

LEARNING OUTCOMES

By the end of this course you will be able to:

- Know what your duty of care is and with who
- Understand the definitions used in Duty of Care
- Know which legislations relate to Duty of Care and why
- Be aware of your responsibilities and your employers
- Understand the importance of an individual's right to live independently whilst keeping them safe from harm
- Know how to deal with comments and complaints
- Understand that mistakes happen and follow procedure to prevent further mistakes
- Recognise why conflict happens and how to deal with the individual and situation

LESSONS AND TOPICS

Duty of Care

- Duty of Care
- Duty of Care to Others

Definitions

- Wellbeing
- Code of Conduct
- Advocate

Legislation

- The Health & Safety at Work Act 1974
- The Management of Health and Safety Regulations 1999
- RIDDO
- COSHH
- PUWER

Responsibilities

- Employee Responsibilities
- Employer Responsibilities

Making Decisions

- Supporting Independence
- Risk assessment
- Mental Capacity

Comments and Complaints

- Complaints are an opportunity for Improvements
- Positive Comments
- Reporting Concerns
- Complaints Legislation
- Procedure for receiving Complaints/Comments
- Complaints Officer

Incidents, Errors and Near Misses

- Mistakes
- Types of Mistakes
- What to do After a mistake is Made
- Do Not Blame Others

Managing Conflict and Difficult Situations

- Causes of Conflict
- Resolution
- Recognising Potential Conflict
- Workplace Policy and Procedure