



Care Academy
Training that matters

Delivering Dignity

Name:

Date:

1. What statutory body in Wales has the role to inspect, regulate and ensure standards are met and investigate and deal with complaints in the home care service?

(CIW) Care Inspectorate Wales

2. What does this 'statutory body' state in their requirements that staff training must meet?

Staff training must meet the changing needs of the service user and consider guidance from Social Care Wales

3. Social Care Wales sets our standards that are expected of ALL paid staff that provide care for the older person - what are these standards called?

The codes of practice

4. What are the main seven themes that we as care staff must uphold that are explained in the codes of practice?

5. As a social care worker, you must:

- **Respect the views and wishes, and promote the rights and interests, of individuals and carers.**
- **Strive to establish and maintain the trust and confidence of individuals and carers.**
- **Promote the well-being, voice and control of individuals and carers while supporting them to stay safe.**



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- **Respect the rights of individuals while seeking to ensure that their behaviour does not harm themselves or other people.**
 - **Act with integrity and uphold public trust and confidence in the social care profession.**
 - **Be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills.**
 - **In addition to sections 1-6, if you are responsible for managing or leading staff, you must embed the code in their work.**
6. According to the SCIE (Social Care of Excellence), how is 'dignity' described?
Dignity is a quality of manner that is worthy of esteem and respect.
7. Provide four examples of maintaining dignity for the person you are visiting in the community or in a home care role?
- **Listening**
 - **Answering a question**
 - **Checking on pain**
 - **Showing you care**
 - **Being patient**
 - **Looking at the person**
 - **Not using a mobile phone unless is an emergency in the persons house**
8. What does the person in the community or care home receiving our service look forward to seeing from the care worker?
- **A smile**
 - **Knowing they are being listened to**
 - **The way they look at them**
 - **Are they interested in me the service user?**
 - **Manner of sensitive touch**
9. What model of care have we discussed that focuses on the person receiving our service and what approach within this model of care should we use to create feelings of well-being for the person?
- **Person centred model - person centred care (care that is centred on the person)**
 - **A best friend approach**

10. What qualities are needed by us / carers for this approach?

- **Patience**
- **Flexibility**
- **Warmth**
- **Confidentiality**
- **Being real - not superficial**
- **Understanding the persons feelings**
- **Reliable**

11. From watching the film 'what do you see' - do you think the staff's behaviour was thoughtless or abusive behaviour and why do you think some staff act in this way?

12. How would you challenge / change a colleague's behaviour if you witnessed such a clear lack of person-centred care?

13. There is a policy for the whole of Wales called 'in safe hands' it was created in 2000 - the policy states that everyone has a duty to report what?

Abuse / suspected abuse

14. Name some groups of people who may be identified as vulnerable adults.

- **A person with learning disabilities**
- **A person with mental health problems**
- **A person with dementia**
- **An older person with support / care needs**
- **A person who is physically frail or has a chronic illness**
- **A person who has a physical or sensory disability**
- **A person who misuses drugs or alcohol**
- **A person who has a social or emotional problem**

15. Name seven different types of abuse that can occur?

- Physical abuse**
- financial abuse**
- Emotional / psychological abuse**
- Sexual abuse**
- institutional abuse**
- Neglect by others**
- Self-neglect**

16. Name three signs of each type of abuse

- **Physical abuse**
Brushing
Burn marks
Unexplained injuries

- **Financial abuse**
Unpaid bills
No food or heating in house
Valuables gone missing

- **Emotional / psychological abuse**
Withdrawn / depressed
Extreme submissiveness or dependency
Loss of confidence



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- **Sexual abuse**
Bleeding
Unexplained uncharacteristic changes in behaviour
Anxiety

- **Institutional abuse**
Boredom
Asking for time constantly
Unsettlement

- **Neglect by others**
Untidy in appearance
Lack of food and hungry all the time
Soiled and wet clothing

- **Self-neglect**
Strong odour
Dirty clothing
Disinterest in eating or washing

17. What are the base values?

P.....

C.....

I.....

D.....

R.....

F.....

18. Based on the communication hand out and what we've discussed, identify essential qualities / skills needed when communicating with a person you are visiting in the community or if you work in a care home.

- **Eye level or kneel down**
- **Not raising voice**
- **Warmth in voice**
- **Speaking clearly, allowing time and not rushing words**
- **Not speaking fast**
- **Never ignoring the person**
- **Involve the person in conversation**
- **Never argue with the person**

19. What can you achieve from using open questions with the person you are visiting in the community?

Open questions help the person express how they are feeling



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