Unit 4222-304 Principles for implementing duty of care in health, social care or children's and young people's settings (SHC 34)

Level: **3**
Credit value: **1**
UAN: **R/601/1436**

Unit aim
This unit is aimed at those who are newly commencing or plan to work in health or social care settings with adults or children. It introduces ways to address the dilemmas, conflicts or complaints that may arise where there is a duty of care.

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:
1. Understand how duty of care contributes to safe practice
2. Know how to address conflicts or dilemmas that may arise between an individual's rights and the duty of care
3. Know how to respond to complaints

Guided learning hours
It is recommended that **5** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards
This unit is linked to HSC 24, 34, 35, CCLD, LDSS and GEN.

Support of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Care and Development.

Assessment
Assessment of this unit must adhere to the requirements of Skills for Care and Development/ Skills for Health assessment strategy

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Assessment Criteria

Outcome 1 Understand how duty of care contributes to safe practice

The learner can:

1. explain what it means to have a duty of care in own work role
2. explain how duty of care contributes to the safeguarding or protection of individuals.

Outcome 2 Know how to address conflicts or dilemmas that may arise between an individual's rights and the duty of care

The learner can:

1. describe potential conflicts or dilemmas that may arise between the duty of care and an individual's rights
2. describe how to manage risks associated with conflicts or dilemmas between an individual's rights and the duty of care
3. explain where to get additional support and advice about conflicts and dilemmas.

Outcome 3 Know how to respond to complaints

The learner can:

1. describe how to respond to complaints
2. explain the main points of agreed procedures for handling complaints.