

Equality & Diversity Knowledge Organiser

LO4: How equality, diversity and rights in health, social care and child care environments are promoted.

Applying best practice in health, social care and child care environments.

Best Practice	What it means
Being non-judgemental	<ul style="list-style-type: none"> Using effective communication skills and methods. i.e. active listening or appropriate vocabulary. Assumptions are not made about people. Using empathy to see things from their point of view. Being open-minded and accepting (not agreeing or disagreeing). Being respectful of their feelings, experiences and values.
Respecting the view, choices and decisions of individuals who require care and support.	<ul style="list-style-type: none"> Care meets the person's needs. Providing person-centred care. Individuals feeling supported and valued. Raising self-esteem.
Anti discriminatory practice.	<ul style="list-style-type: none"> Treating service users, staff and relatives fairly. Ensuring no-one is excluded from activities (making them accessible) Being positive role models. Applying the values of care appropriately. Providing information regarding complaints procedures.
Valuing diversity.	<ul style="list-style-type: none"> Culture and religious needs, offering choices – menus (halal, Kosher etc.) Having a prayer room accessible. Celebrating a range of different festivals in health, social and child care settings. Children having access to a range of different toys, displays and resources in nurseries, playgroups and primary schools reflecting different cultures and beliefs.
Using effective communication.	<ul style="list-style-type: none"> Making sure individuals have the information they need to make informed choices. Assisting individuals to understand procedures including treatments and care plans. Age appropriate vocabulary and not jargon or specialised medical terminology. Using special methods of communication if needed, like; hearing loop, braille, sign language, gestures, flash cards etc. Active listening – demonstrating interest and responsiveness to what an individual is saying.
Following agreed ways of working.	<ul style="list-style-type: none"> Following an organisations policies and procedures – so care provided is appropriate, correct and safe.

Active listening: Fully concentrating on what someone is saying, rather than passively 'hearing'. It can involve non-verbal cues such as eye contact and nodding or briefly saying 'I see' or 'sure' to build trust and confidence.

Keywords

Other methods for promoting best practice including:
Providing training and professional development opportunities for staff:

- Ensures staff are up to date with the latest legislation, knowledge, methods and skills that they need for their role.
- Makes sure that staff are aware of correct procedures to follow – health and safety, safeguarding, confidentiality.
- The Care Certificate –ensures new care workers know how to provide quality care and have an understanding of equality, rights and diversity.

Mentoring:

- An experienced person like a supervisor or manager sharing their knowledge and skills with another person to help them to develop their skills and improve their practice.
- The experienced person provides advice, feedback, support and encouragement.

Monitoring:

- Involves checking the progress or quality of care practice over time.
- Monitoring can involve; observations, asking opinions – service users, staff and families. Analysis of surveys, questionnaires or feedback forms, analysing the type and number of complaints etc.

Performance management:

- An ongoing process between a care worker and their manager or supervisor. It can involve one-to-one meetings, observations over time to provide feedback on performance and identify targets for improvement.

Staff meetings:

- Opportunity to share best practice and discuss what went well.
- Concerns can be shared, issues raised and problems solved.
- Reminders of policies and procedures can be given and also updates and general information.

Explaining discriminatory practice in health, social care or child care environments.

Being patronising: Talking down to someone, as though they are a child.



Discriminatory Practice	Examples
Stereotyping, labelling, prejudice	<ul style="list-style-type: none"> •Stereotyping: Sharon, a GP being impatient with her overweight patients, she thinks all overweight people are fat and lazy. •Labelling – jumping to conclusions about someone, e.g. An unruly child, a confused and deaf old person. •Prejudice – a care assistant refusing to bath a gay man or woman.
Inadequate care	<ul style="list-style-type: none"> •Not administering medication on time. •Rough handling while bathing or dressing an individual – causing bruising. •Not consulting or taking in to account an individual’s care preferences.
Abuse and neglect	<ul style="list-style-type: none"> •Name calling, laughing at them or making derogatory comments. •Hitting, punching or scratching. •Failing to provide regular food and drinks (fluids) for a patient.
Breach of health and safety	<ul style="list-style-type: none"> •Forgetting to lock the drugs cabinet. •Not using sharps box to dispose of syringes. •Moving a patient from a bed to chair without assistance. •Failing to regularly check equipment for damage or wear and tear. •Lack of supervision in a child care environment. •Lack of hygiene when preparing food. •Failing to carry out risk assessments for activities.
Being patronising	<ul style="list-style-type: none"> •Sharon – a practice nurse always speaking very loudly and slowly to all the older adults attending the surgery just in case they are deaf or a little confused. •Tony – healthcare assistant calling all his patients ‘love’, ‘sweetheart’ or ‘dear’ to be friendly and put them at ease.

Choosing an appropriate action/response to promote equality, diversity and rights in health, social care and child care environments.

Equality, diversity and rights can be promoted in health, social care and child care setting in a variety of different ways. This can include; challenging discriminatory practice, providing training, applying values of care and using complaints and whistle blowing procedures.

Methods of challenging discriminatory practice.

Method of challenging	Actions to take
Challenge at the time.	<ul style="list-style-type: none"> •Speak to the person and explain how they are discriminating to raise their awareness. •Ask them to reflect on their actions and what they’ve said. •Encourage the person who has used discriminatory language to speak to the person discriminated against and apologise
Challenge afterwards through procedures.	<ul style="list-style-type: none"> •Show the individual the relevant policy – bullying, confidentiality, equal opportunities etc. •Discussions at senior management level – so they can address the matter with training or disciplinary action to raise awareness of the serious nature of the incident.
Challenge through long-term proactive campaigning	<ul style="list-style-type: none"> •Providing regular training for staff over time to raise awareness including; correct working practices – enabling them to address the issue if they observe any discriminatory practice. •Ensuring the person who has been discriminating is sent on an equality and diversity course. •Values of care training sessions or workshops.

Other methods for challenging discrimination can include:

Applying the values of care:

This ensures that individuals using health, social care and child care environments receive appropriate care, do not experience discriminatory attitudes and have their rights supported and their diversity is valued.

Providing information on complaints procedures and whistleblowing:

- Having a complaints procedure in place means that service users will know what to do and who to speak to if they feel their rights or care needs are not being met.
- Reassures service users, their families and practitioners that their concerns will be taken seriously.
- In extremely serious circumstances, whistleblowing involves raising concerns about poor practice with an outside authority such as the CQC or Ofsted – they will then launch an investigation and ensure appropriate actions are taken. Actions may include; closing a setting down or prosecuting staff

Advocacy services information provided:

An advocate is independent and represents an individual's wishes and views to make sure that their rights and needs are recognized. They act in the best interest of the individual and speak on their behalf if they cannot speak for themselves.

Implementing legislation, codes of practice and policies:

- Promoting good practice by providing guidance regarding the aspects of care in the codes of practice, policies and legislation ensuring staff are able to respond and act appropriately in any situation.
- Professional conduct and expectations are clear.
- Ensures service users, families, practitioners and staff are reassured and feel safe and secure and makes sure that there is a system of redress.

Dealing with conflict:

Needs to be handled in a manner that involves active listening, remaining calm, objective and showing empathy. Situations should be approached positively and actively seek to find solutions.

Training, mentoring and monitoring:

See examples of best practice in the table 'Other methods for promoting best practice' on the first page of this KO.

Exam Tips:

- You need to be able to explain how aspects of good practice like mentoring, monitoring and following agreed ways of working can improve standards of care.
- Be able to recognize and explain examples of discriminatory practice using the correct terminology - page 2 of this KO - Explaining discriminatory practice in health, social care or child care environments table.
- Ensure you can recognise and explain examples of discriminatory practice – test yourself with the images below!
- Use your knowledge from different arts of the specification, like applying values of care, rights, legislation and national initiatives to answer exam questions.
- Choose appropriate actions to challenge discriminatory practice and to promote equality, diversity and rights in health, social care and child care environments in exam questions.

