

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Duty of Care in Adult Care

**Unit Reference Number:** M/652/0786

**Level:** Three (3)

**Credit Value:** One (1)

**Minimum Guided Learning Hours:** 8

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand how duty of care contributes to safe practice	1.1 Explain what it means to have a duty of care in own work role
	1.2 Explain how duty of care relates to duty of candour
	1.3 Explain how duty of care contributes to the safeguarding and protecting <b>individuals'</b> right to live in safety and be free from abuse and neglect.
2. Know how to address conflicts or dilemmas that may arise between an individual's rights and the duty of care	2.1 Identify potential conflicts or dilemmas that may arise between the duty of care and an individual's rights
	2.2 Describe how to work effectively with individuals and others to manage conflicts and dilemmas related to duty of care to achieve positive outcomes for individuals
	2.3 Explain where to get additional support and advice about conflicts and dilemmas
3. Know how to respond to concerns and complaints	3.1 Identify own role in listening and responding to comments and complaints
	3.2 Describe the main points of agreed procedures for handling comments and complaints
	3.3 Explain the importance of empowering individuals and <b>others</b> to express their comments and complaints

4. Know how to recognise and respond to adverse events, incidents, errors and near misses	4.1 Explain what is considered to be an adverse event, incidents, error and near miss
	4.2 Explain how to recognise, report and respond to adverse events, incidents, errors and near misses
	4.3 Explain how own role in recognising and responding to adverse events, incidents, errors and near misses can prevent further occurrences and improve quality of care

**Assessment Requirements**

This unit must be assessed in accordance with Skills for Care & Development assessment principles guidance.

This is a knowledge only based unit.

Knowledge evidence may be generated outside of the work environment, but the final assessment and decision must show application of knowledge within the real work environment.

**Indicative Content**

LO1	<p><b>AC1.3</b>  <b>Individual:</b> a person accessing care and support. The individual, or individuals, will normally refer to the person or people that the learner is providing care and support for.</p>
LO3	<p><b>AC3.3</b>  <b>Others:</b> in this context, this refers to everyone a worker is likely to come in to contact with, including:</p> <ul style="list-style-type: none"> <li>• individuals accessing care and support services</li> <li>• carers, loved ones, family, friends of those accessing care and support</li> <li>• services</li> <li>• colleagues and peers</li> <li>• managers and supervisors</li> <li>• professionals from other services</li> <li>• visitors to the work setting</li> <li>• members of the community</li> <li>• volunteers.</li> </ul>