

Start here.

2012 HSC - Human Services

Band 4/5

Sample 1 Question 22

a) client centred care - structuring a care plan which is specific to the individual needs of the patient/client/resident. e.g. Things they enjoy doing (knitting, cats, walking etc.)

Confidentiality - An agreement which all members of the health care environment have to sign which ensures a patient's privacy, and what information can be shared with who etc.

Duty of care - All members of staff have a duty of care toward themselves, each other and their patient/client/resident. This means that they have a legal requirement to provide and maintain a safe environment. e.g. If there is a spill on the floor of Mrs Whites room, it is your duty of care, to clean it up to prevent Mrs White from slipping over.

b) Client centred care:

example: Mrs White is a new resident at Cheston Nursing Home. She enjoys watching Deal or No Deal, animals and playing Bingo. She has a ~~spare~~ red blanket which she holds dearly.

\* It is important in this situation for the staff to optimize Mrs White stay by - Turning on Deal or No deal in her room when it is on, introducing her to the nursing home pet (most have fish / birds / dog and or / cat. Otherwise perhaps look into getting a pet for the home, take her to the nursing home bingo nights and make sure her blanket is cared for and taken with her if she moves bedroom.

Confidentiality:

example = Mrs White was your high school English teacher. She is now under your care at the nursing home. It is a breach

Additional writing space on back page.

of confidentiality to share any information about Mrs Whites residency with outsiders. Information needs to be shared within staff to enable the best care for the resident, but no information is to be shared with others without Mrs Whites consent. e.g. friends of Mrs Whites, former peers + pupils of Mrs White etc.

Duty of care:

Example: Mrs White has wet the bed. When feeding her, you notice this. It is your duty of care as Mrs Whites nurse to clean her up. Leaving her there would be misuse of power and breach of duty of care. It is your responsibility as a health care provider to always provide assistance to client and fix any problems which may interfere with the safety of others.

← Tick this box if you have continued this answer in another writing booklet.