

a) Client centred care: refers to caring for that client in a way that they want to be cared for as well as meeting the needs and respecting them

Confidentiality: is when a person's / clients information is kept private and secure and is only used when permission is granted from that person.

Duty of Care: refers to the responsibility of the worker to provide care in the safest manner, reporting any hazards and using equipment in the correct way. Includes all patients, visitors, volunteers, and other health professionals

b) Client centred care means that each client is treated and cared for in their own way that respects their needs in relation to their physical, mental, social and spiritual needs. For example: an elderly woman is unable to perform activities of daily living and requires help from staff to shower and dress. The staff must make sure their

dignity and needs are respected.

Confidentiality of an elderly person in an aged care facility must be maintained.

This can be done so by making sure documents and files are not assessible by the public and can only be accessed by relevant health care professionals. For example: A woman asks about one of the residents in the facility, the staff would tell her that it is confidential and may not be shared with the public

Duty of care means that all employers and employees are responsible for the safety of the people in the facility. For example: the cleaners must put out relevant "wet floor" signs to inform the public that there is a hazard this is protecting the public and workers from being hurt.

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