

COURSE TITLE:

DUTY OF CARE

MODULE	MODULE NAME	OBJECTIVE
1	Duty of Care and Duty of Candour	To understand the core concepts of Duty of Care & Duty of Candour, including their legal & ethical implications, & how they guide care workers in providing safe & effective care.
2	Demonstrating Duty of Care	To learn how to demonstrate Duty of Care in everyday practice, focusing on the importance of effective communication, maintaining dignity, & responding to concerns appropriately.
3	Duty of Care Dilemmas	To explore the complexities of Duty of Care dilemmas, especially when individuals' rights conflict with their safety, & understand how to navigate these situations responsibly while promoting independence.
4	Deal with Comments and Complaints	To understand the importance of dealing with comments and complaints in a constructive & professional manner, & to know the procedures for handling feedback & escalating issues appropriately.
5	Resolving Conflicts & Difficult Situations	To explore how to manage and resolve conflicts that arise in care settings, including effective communication, understanding different perspectives, and knowing when to seek mediation or additional support.
6	Incidents, Errors, and Near Misses	To understand the definitions and differences between incidents, errors, and near misses, and why these terms are crucial for maintaining safety and quality care.
7	Responding and Reporting Adverse Events	To learn the procedures for responding to and reporting adverse events, including incidents, errors, & near misses, & understand the importance of documenting & escalating issues in line with organisational policies.
8	Supporting Independence	To explore the concept of supporting independence in care, including the right of individuals to make choices & take risks, while balancing safety & autonomy through informed decision-making & risk assessments.