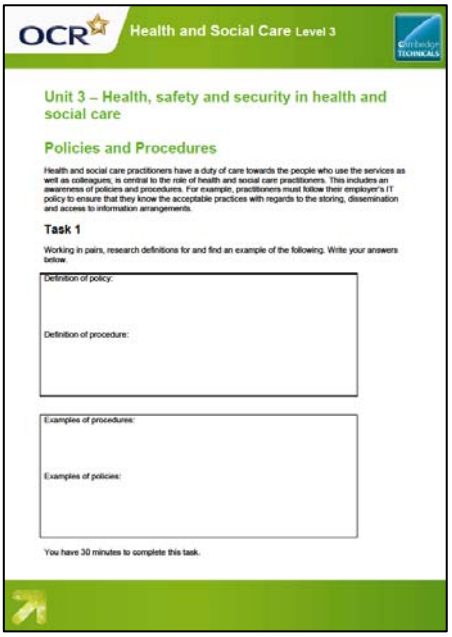
Unit 3 – Health, Safety and Security in Health and Social Care

Policies and Procedures

Instructions and answers for Teachers

These instructions should accompany the OCR resource 'Policies and Procedures', which supports the OCR Level 3 Cambridge Technical Certificate in Health and Social Care Unit 3 – 'Health, safety and security in health and social care'.


OCR Health and Social Care Level 3

Unit 3 – Health, safety and security in health and social care

Policies and Procedures

Health and social care practitioners have a duty of care towards the people who use the services as well as colleagues, is central to the role of health and social care practitioners. This includes an awareness of policies and procedures. For example, practitioners must follow their employer's IT policy to ensure that they know the acceptable practices with regards to the storing, dissemination and access to information arrangements.

Task 1

Working in pairs, research definitions for and find an example of the following. Write your answers below.

Definition of policy:

Definition of procedure:

Examples of procedures:

Examples of policies:

You have 30 minutes to complete this task.

Associated Files:
Policies and Procedures

Expected Duration:
Task 1 – approx 30 minutes
Task 2 – approx 30 minutes
Task 3 – approx 30 minutes

Health and social care practitioners have a duty of care towards the people who use the services as well as colleagues; is central to the role of health and social care practitioners. This includes an awareness of policies and procedures. For example, practitioners must follow their employer's IT policy to ensure that they know the acceptable practices with regards to the storing, dissemination and access to information arrangements.

Task 1

Working in pairs, research definitions for and find an example of the following. Write your answers below.

Sample answers:

Definition of policy

- 'A definite course of action adopted for the sake of expendiency, facility, etc.'

http://dictionary.reference.com/browse/policy

Definition of procedure

- 'A manner of proceeding; a way of performing or effecting something: standard procedure.'

http://www.thefreedictionary.com/procedure

Sample answers:

Examples of procedures:

- Standard operating procedure
- Evacuation procedures
- Recruitment procedures
- Induction procedures

Examples of policies:

- Equal Opportunities Policy
- Health and Safety Policy
- Absence Policy
- IT Policy

Task 2

Policies are made up of five components. They are identified in the table below.

Define each component of a policy in order to develop your understanding of a policy's function and purpose.

Policy Statement	This is a statement that should clearly describe the commitment of the organisation to the promotion of a clear aim. For example, the promotion of equal opportunities. The policy could say 'It is our aim to provide employment equality to all. In particular, here at Golden Years, we are committed to promoting equal treatment irrespective of age, gender, marital status, disability, sexual orientation, race, religion or ethnicity. We are opposed to all forms of unfair and unlawful discrimination.'
Implementation Plan	The policy should state who is responsible for overseeing the implementation of the policy, the middle managers who will be responsible for overseeing its implementation and their roles should be clearly identified. In addition, it should state how the policy will be rolled out to the of the organisation, what forms of training will be used to support the roll out and any special measures that may have to be undertaken to achieve an effective implementation of the policy.
Methods of Monitoring the Policy	Methods of monitoring will need to be clearly outlined. Methods of monitoring will be dependent on the nature of the policy. For example, the effectiveness of an equal opportunities policy maybe reviewed on an annual basis through the use of a joint employer/employee working group. Or, it maybe monitored by the statistical data based on progression of males and females within the organisation.
Evaluation of the Policy/ Review	The DFE advises that statutory policies should be reviewed every two years. Within the policy document a system of review should be identified and the cycle of review should be outlined. It is good practice to review the effectiveness of policies following an incident occurring in order to update it.
Complaints	The policy should clearly state how employees could complain. For example, if an employee feels that he/she has been treated unfairly then he/she should know the process for complaining. The complainant should also know who will deal with the complaint, who will interview the employee and the timescales within which the organisation will respond.

Task 3

Identify the benefits of policies in the boxes below. Sample answers below.

To people who use the services	To people who provide the services
• People who use the services are aware of their rights due to the policies. • People who use the services can identify the treatment that they should experience. • People who use the services will be able to build effective relationships with the practitioners because they have confidence in the systems being presented through the policies. • People who use the services know that there are systems of redress in place.	• People who provide the services are clear about the procedures for undertaking certain activities. • Practitioners are clear about acceptable forms of behaviour and treatment whilst at work. • Practitioners are aware of the systems of redress and procedures that maybe undertaken if a complaint is made. • Practitioners can refer to policies to justify any actions that they may undertake.

These activities offer opportunities for English skills development.

LESSON*Elements*

The building blocks you need to construct informative and engaging lessons

To give us feedback on, or ideas about, the OCR resources you have used email resourcesfeedback@ocr.org.uk

© OCR 2012 - This resource may be freely distributed, as long as the OCR logo and this message remain intact and OCR is acknowledged as the originator of this work.