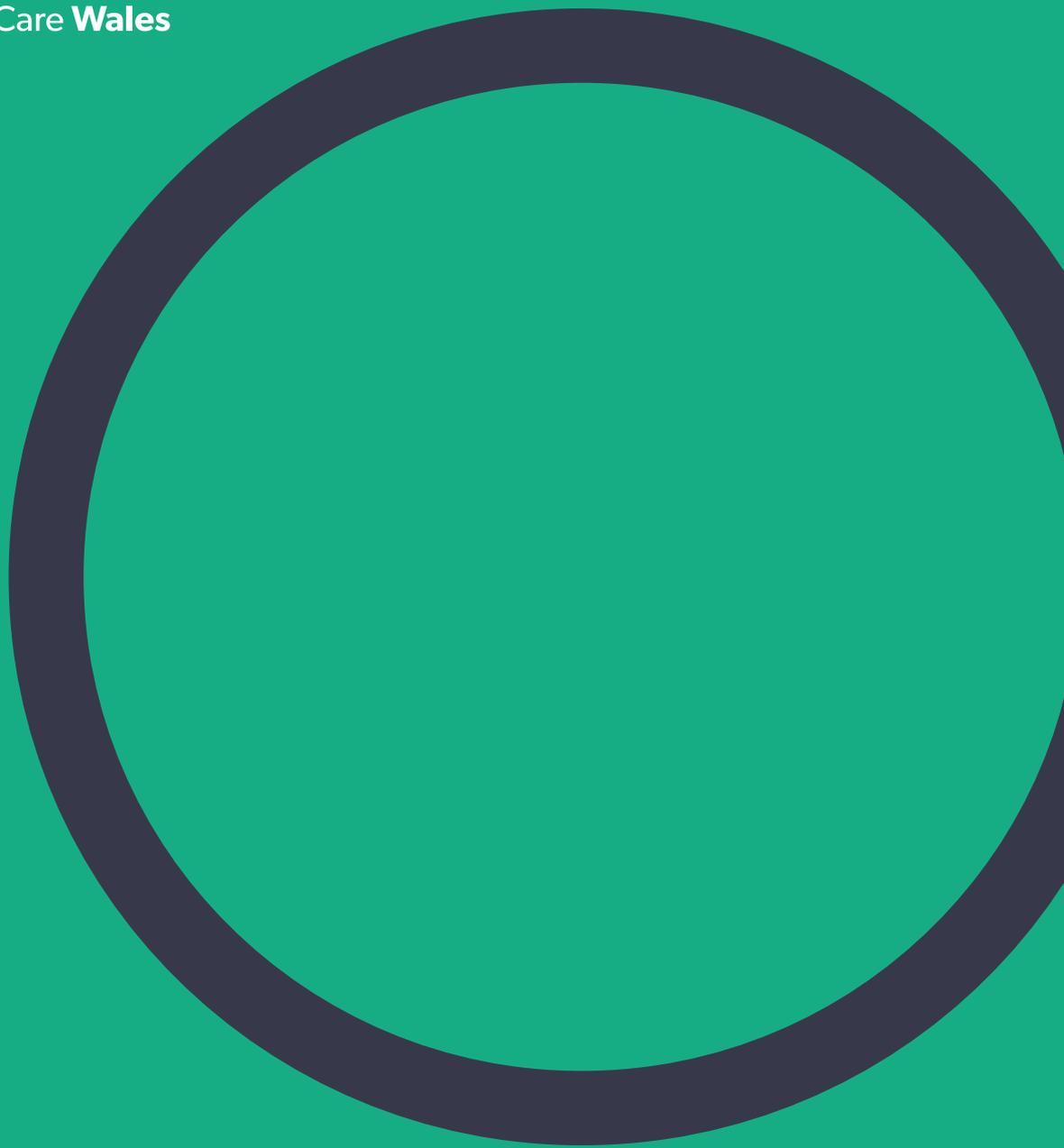




Gofal Cymdeithasol **Cymru**  
Social Care **Wales**



# All Wales induction framework for health and social care: **Progress log one**

Principles and values of health  
and social care (adults)

December 2017



Noddir gan  
**Lywodraeth Cymru**  
Sponsored by  
**Welsh Government**

# Contact details

---

## Social Care Wales

South Gate House  
Wood Street  
Cardiff  
CF10 1EW

Tel: 0300 3033 444

Fax: 029 2038 4764

Minicom: 029 2078 0680

Email: [info@socialcare.wales](mailto:info@socialcare.wales)

**socialcare.wales**



@SocialCareWales

© 2017 Social Care Wales

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the Social Care Wales. Enquiries for reproduction outside the scope expressly permitted by law should be sent to the Chief Executive of Social Care Wales at the address given above.

### Further copies and other formats:

This document is available in Easy Read, large text or other formats, if required.

Copies also available in Welsh.

# 1.1 Legislation, national policies and Codes of Conduct and Practice

How legislation, national policies and Codes of Conduct and Practice underpin health and social care and support for individuals

1.1a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
The principles and values of the Social Services and Well-Being (Wales) Act 2014			
Why these principles are important for health and social care and support and how they underpin practice			
What the <b>Codes of Conduct and Professional Practice</b> are, who these apply to and how they can be used			
How the Code of Conduct and the Code of Professional Practice underpin the principles and values of health and social care and support			

<b>1.1b Additional AWIFHSC Learning Outcomes: You are able to work in ways that:</b>	<b>Evidence used</b>	<b>Assessed by who and when</b>	<b>Signatures</b>
Relate the principles and values of the Social Services and Well-Being (Wales) Act 2014 to your practice			
Uphold the Codes of Conduct and professional practice in your work			

# 1.2 Rights based approaches

How rights based approaches relate to health and social care

1.2a Core knowledge learning outcomes for all workers	Evidence	Assessed by who and when	Signatures
The meaning of a rights based approach			
How <b>legislation and national policies</b> underpin a rights based approach			
What this legislation means in practice			
What is meant by advocacy and how this can support a rights-based approach			
How <b>individuals</b> and their families or <b>carers</b> can be supported to make a complaint or express a concern about their service			

1.2b: Additional AWIFHSC Learning Outcomes: You are able to work in ways that:	Evidence used	Assessed by who and when	Signatures
Embed a rights based approach in your practice			

# 1.3 Person centred approaches

## How to use person centred approaches

1.3a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
What is meant by the term 'person centred approaches' and why these are important			
What is meant by the terms 'co-production' and 'voice, choice and control'			
The importance of knowing an individual's preferences and background (the unique mix of a person's experience, history, culture, beliefs, preferences, family relationships, informal networks and community)			
Ways of working to establish the preferences and backgrounds of individuals, what matters to them and the outcomes that they want			
What is meant by the term 'behaving towards people with dignity and respect' and why this is central to the role of the health and social care worker			
What is meant by establishing consent with an individual when providing care or support and why this is important			
Ways of working that support person centred approaches			

1.3a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
What is meant by the term <b>'active participation'</b>			
Why it is important to support individuals to engage in activities and experiences that are meaningful and enjoyable			
How person centred approaches are used to support active participation and inclusion			
The purpose of <b>personal plans</b>			

1.3b Additional AWIFHSC Learning Outcomes: You are able to work in ways that:	Evidence used	Assessed by who and when	Signatures
Recognise the importance of knowing an individual's preferences and background and reflect this in the way that you practice			
Embed person centred approaches in your practice			

# 1.4 Equality, diversity and inclusion

## How to promote equality and diversity and inclusion

1.4a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
What is meant by the terms 'equality, diversity, inclusion and discrimination'			
What is meant by the term 'protected characteristics'			
How person centred approaches promote equality, diversity and inclusion			
How cultural, religious and linguistic backgrounds of individuals and carers can be valued			
Ways in which discrimination or practice that does not support equality, diversity and inclusion can be challenged			
1.4b Additional AWIFHSC Learning Outcomes: You are able to work in ways that:	Evidence used	Assessed by who and when	Signatures
Respect and promote equality, diversity and inclusion			

# 1.5 Positive risk taking

How positive risk taking supports well-being, voice, choice and control

1.5a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
What is meant by the term 'positive risk taking' and the importance of being able to take positive risks on the well-being of individuals			
The rights of individuals to make choices and take risks			
How balancing rights, risks and responsibilities contributes to person centred approaches			
What to consider when supporting individuals to take positive risks			
What is meant by <b>best interest decisions</b>			

1.5b Additional AWIFHSC Learning Outcomes: You are able to work in ways that:	Evidence used	Assessed by who and when	Signatures
Follow <b>workplace</b> policies and procedures for the use of risk assessments to support individuals to take positive risks			

# 1.6 Positive relationships and professional boundaries

How to develop positive relationships with individuals and their families and carers in the context of 'professional boundaries'

1.6a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
What 'relationship centred working' means			
The importance of developing a positive relationship with individuals, their families and carers			
The meaning of the term 'professional boundaries' and how to balance these with relationship centred working			
<b>Unacceptable practices</b> in relationships with individuals, their families and carers			

# 1.7 Communication

The importance of effective communication in health and social care

1.7a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
What is meant by the term 'effective communication' and why this is important for the well-being of individuals and positive relationships			
Key features of effective communication			
The skills that are needed to communicate effectively			
How to find out an individual's communication and language needs, wishes and preferences			
Barriers to effective communication and ways to address these			

1.7b Additional AWIFHSC Learning Outcomes: You are able to work in ways that:	Evidence used	Assessed by who and when	Signatures
Identify and use a range of communication methods to meet the needs and preferences of the individual/s that you support			

# 1.8 Welsh language and culture

The importance of Welsh language and culture for individuals and carers

1.8a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
The importance of recognising and supporting Welsh language and culture			
Legislation and national strategies for Welsh language			
The principles of Mwy na Geiriau / More than Just Words			
The meaning of the Active Offer			

1.8b Additional AWIFHSC Learning Outcomes: You are able to work in ways that:	Evidence used	Assessed by who and when	Signatures
Implement the principles of Mwy na Geiriau / More than Just Words in your work			

# 1.9 How positive approaches can be used to reduce restrictive practices in social care

## Positive approaches to reduce restrictive practices in health and social care

1.9a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
The meaning of the terms ' <b>positive approaches</b> ' and ' <b>restrictive practices</b> '			
<b>Underlying causes</b> that may impact upon the behaviour of individuals			
How positive approaches can be used to reduce restrictive practices			

1.9b Additional AWIFHSC Learning Outcomes: You are able to work in ways that:	Evidence used	Assessed by who and when	Signatures
Embed the use of positive approaches in your practice			
Follow workplace policies and procedures that are in place for behaviour support			

# 1.10 Change and transitions in health and social care

Know how change and transitions impact upon individuals

1.10a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
Types of change that may occur in the course of an individual's life as a result of <b>significant life events</b> or <b>transitions</b>			
Factors that make these changes either positive or negative			

# 1.11 Reflection

How own beliefs, values and life experiences can affect attitude and behaviour towards individuals and carers

1.11a Core knowledge learning outcomes for all workers	Evidence used	Assessed by who and when	Signatures
The impact of own attitude and behaviour on individuals and carers			

1.11b Additional H&SCIF Learning Outcomes: You are able to work in ways that:	Evidence used	Assessed by who and when	Signatures
Reflect on how your attitude and behaviour impact on the individual/s that you support			