




Nat Dip Health & Social Care Unit 7 Topic A	Road Map			
Principles of Safe Practice in Health and Social Care Settings The aims are as follows: LG1: Knowledge LG2: Application LG3: Skills	Assessment Grades			
	Topic A1 Duty of care & A2 Complaints and appeals procedures			
	Principles of Safe Practice in Health and Social Care			
Themes	Learning Goals/Outcomes/Content			
1. Legal obligation to protect wellbeing and prevent harm.	LG1: Define the term duty of care LG1: Identify the responsibilities to service users			
2. Ensuring safe practice and duty of care	LG1: Identify how duty of care contributes to safe practice in different health and social care settings. LG3: Complete a case study assessment for the duty of care of service users			
3. Abuse & Neglect rights	LG1: Understand the rights and interests of individuals experiencing abuse or neglect			
4 Complaints Procedures - Practice Assessment	LG1: Identify the stages of the CQC complaints procedure LG2: Understand the checks and balances on care provision			
5 Investigating Complaints	LG3: Investigate complaints to compare and contrast complaint policies and procedures in different health and social care settings			
6 Legal proceedings and clinical negligence	LG1 Identify the role of The Care Act 2014 LG3: Complete Baby P Case Study to evaluate clinical negligence			
7 Human Rights	LG1 Identify the key things about human rights LG2 Apply article 14: Right not to be discriminated against to practice assessment			
Links: Unit 2: Working in Health and Social Care Unit 4: Enquiries into Current Research in Health and Social Care Unit 5: Meeting Individual Care and Support Needs.				