

Duty of Care

By completing this course, you will be able to:

- Define Duty of care and how it affects your own work role.
- Describe dilemmas that may arise between duty of care and individuals' rights.
- Explain what you must and must not do in relation to managing conflicts and dilemmas.
- Describe where to get additional support and advice to resolve such dilemmas.
- Explain the importance of learning from comments and complaints in line with legislation and agreed ways of working.
- List the factors and difficult conversations that may cause confrontation.
- Describe how communication can be used to solve problems and reduce the likelihood of confrontation.

(We are working in partnership with the Grimsby Institute to support existing staff with development; they offer a wide range of short courses along with Diplomas in Health & Social care.)

Certificate awarded upon completion of induction. T&C's Apply.