**BTEC Health & Social Care Unit 2 -Working in Health & Social Care**

**A5 Monitoring the work of people in health and social care settings**

How the work of people in health and social care settings is monitored, to include:

• line management

• external inspection by relevant agencies

• whistleblowing

• service user feedback

• criminal investigations.

***Keywords from A4 Multidisciplinary working:***

|  |  |
| --- | --- |
| **Multi-disciplinary Team** (plus examples) |  |
| **Holistic approach** |  |
| **Line manager**  plus examples |  |
| **Care Quality Commission** |  |
| **Ofsted** |  |
| **Whistle blowing** |  |
| **Criminal Investigations** |  |

**Monitoring the work of people, in health and social care**

Multi-disciplinary teams are a combination of professionals, all with specialities, working together but someone needs to co-ordinate this and ensure everyone knows they’re part in the care plan and that this is monitored, with review meetings to check all is going as planned.

Residential Home

For 35 residents

In each organisation there is a hierarchy of front line workers who are hands-on with service users and then those that take a bit more of the responsibility, working less front-line hours and more management or co-ordinator hours. There’s usually a line of managers, the most senior of which, does no hands-on front-line work. Their role is to ensure good practice takes place, policies and procedures are followed, staff are trained and feedback to evaluate the service provision, striving to continuously improve.

Care Home

Manager

2 X Deputy Managers

20 X f/t & p/t care staff

Head chef

4 X Senior care staff

4 X f/t kitchen staff

Key terminologies that need to appear in your exam answers…

|  |  |
| --- | --- |
| **Line**  **Manager** |  |
| **Professional workers** |  |
| **Non-professional**  **workers** |  |

**Disciplinary action against a member of staff; line mangers job role**

**Struck off register or banned from care work for life**

**Court case & dismissal**

**Very serious or repeated serious misconduct**

**Final Warning**

Serious dangerous inappropriate

Written Warning

Training

One-off

Minor

inappropriate

Verbal

Warning

A line manager’s duty (and their line manager’s duty) is to carry-out disciplinary action for staff who are not maintaining the care values, policies and procedures of codes of conduct. Depending on the serious or nature of the misconduct, will affect what level of action will be taken. Repeated minor misconduct, following close monitoring and after further training will also lead to dismissal and evidence that will show on a DBS check, preventing them from working with vulnerable people ever again.

A professional may be deregistered by their professional organisation that regulates those who work in the UK. This however, is harder to monitor if a person then moves overseas to work. Care workers from overseas must be re-trained in UK legislation, policies, procedures and codes of practice before they start practicing.

<http://www.communitycare.co.uk/2017/05/24/social-worker-lacked-basic-legal-knowledge-struck/>