

# **OUTSTANDING TEACHING, LEARNING AND ASSESSMENT TECHNICAL SKILLS NATIONAL PROGRAMME**

## **2b. Case Studies**

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Here are some case studies to use in Powerpoint format so they can be displayed in the classroom during lesson introductions, discussions and feedback. They should be printed off for group work activities.

There is also a suggestion at the end of how to use the activity as a worksheet activity. These can be used as individual tasks or for group work.

This online resource will support this activity and includes information that students can download to support their studies:

<http://hpc-uk.org/assets/documents/10002D1BGuidanceonconductandethicsforstudents.pdf>

<http://www.cqc.org.uk/what-we-do/how-we-do-our-job/fundamental-standards>

<http://www.hpc-uk.org/assets/documents/10002c16guidanceonconductandethicsforstudents.pdf>

**As a lesson extension we suggest learners research news stories about ethical issues and cases in the health and social care profession. They can then go on to make a poster or a leaflet which can be displayed on tutor boards, used as evidence in their coursework and shared with future cohorts of students.**

## To act ethically is to act in a principled way

- Having to make a judgement between what is right or wrong
- Choosing between options
- Deciding whether to do something or do nothing
- Should I or shouldn't I?
- Weighing up the potential impact of your decisions or actions
- Making a difficult choice when faced with a dilemma.

## Case Study: Distressed Person

Dwayne works in a residential care home as a carer. As he passes Mr Hinkley's room, the door is open and Dwayne sees Mr Hinkley lying on his bed naked. He has soiled the bedclothes is in distress but cannot get out of bed. You check his notes and another member of staff has signed that they checked on him 5 minutes ago.

- 1. What should Dwayne do?**
- 2. How could this type of situation be avoided in future?**

## Case Study: Women's Refuge

Sarah is a support worker in a women's refuge where women come to get away from their abusive partners. Mrs Gee has been in the refuge for a month after being physically abused for almost three years by her partner. One day she tells Sarah that she wants to return to her partner.

- 1. What do you think Sarah should say to her?**
- 2. How do you think Mrs Gee is likely to react?**

## Case Study: Language barrier

Yasmin is a nurse at a busy hospital. When passing by reception she heard the receptionist, who was obviously annoyed, talking on the phone. She was saying “Tell your mother that she needs to clearly understand English before she sets foot in here. Otherwise she will not understand what she is told, unless you fly over from Argentina and help her.”

- 1. How should Yasmin challenge the receptionist in a professional manner?**
- 2. If Yasmin doesn't feel able to challenge the receptionist herself, what should she do?**

## Case Study: Patients' Privacy

Jennifer works in a hospital as a rheumatologist. As she passed the rheumatology reception desk, she saw patients' notes laid out on top of the desk with people waiting and no staff present.

- 1. What should Jennifer do?**
- 2. What steps should she take to make sure this doesn't happen again?**

## Case Study: Racist Comment

Joel is a student working in a care home. As he passes a patient's room he sees 2 staff members changing a bed. They are talking about the elderly Muslim patient in front of him and make racist and discriminatory comments about him.

**1. What should Joel do?**

**2. What actions will the care home manager need to take?**



## Worksheet example

Yasmin is a nurse at a busy hospital. When passing by reception she heard a receptionist, who was obviously annoyed, talking on the phone. She was saying, "Tell your mother that she needs to clearly understand English before she sets foot in here, otherwise she will not understand what she is told, unless you fly over from Argentina and help her."

**1. How should Yasmin challenge the receptionist in a professional manner?**

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**2. If Yasmin doesn't feel able to challenge the receptionist herself, what should she do?**

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