**A group of people posing for the camera

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**Unit 5- Meeting individual Care and Support Needs**

Unit 5 is internally assessed via two coursework tasks- task 1 is a written report and task 2 is assessed via a presentation.

In this unit, firstly you will learn about the values and principles of meeting care and support needs and look at some of the ethical issues that arise when personalising care. You will examine factors that can impact the professionals who provide the care and support, and the challenges that must be overcome to allow access to good quality care and health services. You will explore the different methods used by professionals across all care services.

Finally, you will reflect on these methods when you consider the importance of multi-agency working in providing a package of care and support that meets all the needs of individuals.

**Mid Staffordshire Hospital- Francis Inquiry 2013**

It is estimated that between 400 and 1,200 patients died as a result of poor care, neglect and institutional abuse over the 50 months between January 2005 and March 2009 at Stafford Hospital. This was the biggest ever NHS scandal and a public outcry called for something to be done.

In 2013 the government commissioned the Francis Report which found that the Staffordshire Hospital Trust had been negligent, finding that receptionists were often left to decide which patients to treat, inexperienced doctors were put in charge of critically ill patients and nurses were not trained in how to use vital equipment.

Example: Joyce Williams, 86, went into Stafford hospital in 2007 with a broken arm and a urine infection. She died from the urine infection, which was not treated. Her family said that during her stay in hospital she fell out of bed and was mis-handled by nursing staff which left her with bruises all over her arms and back. Her daughter said: "they kept telling me she had dementia because she was forgetful and hallucinating. I was later told by a nurse friend of mine that she had those symptoms because she was so dehydrated. She went downhill rapidly because she wasn't eating and weight dropped off her, she was just six stone when she died."

It was the findings of this report that lead to a £13million investigation into the NHS provision across the nation.

18 recommendations for improvement were suggested, the most important being the training and management of staff.

The result of this inquiry was the introduction of **“The Care Certificate”** and the **“**[**Compassion in Practice**](http://www.england.nhs.uk/nursingvision/)**Strategy”**.

**Your task this week is to research the Francis Report and write a report discussing the importance of the 6Cs of care.**

1. Write a brief 300-word summary on the Mid-Staffordshire scandal and the Francis Report?
2. Define each of the 6Cs of Care?
3. Why are the 6Cs important?
4. Research the Gosport hospital scandal (2018) and write a 300-word summary regarding what happened, giving suggestions for ways the abuse could’ve been prevented.

BBC Panorama- Killed in Hospital

<https://www.youtube.com/watch?v=edRwp99Jzh8>