**M1. An Assessment of the effects of three discriminatory practices in a Health & Social Care setting.**

**Introduction**

The video clips we use at nursing home are panorama undercover elderly care, panorama nursing homes undercover 21st November 2016 and, panorama undercover care: the abuse exposed, help staff and I know the different types of discrimination that happen in many settings especially care homes. Also, the three discriminatory practises I will be looking at and assessing the effects of are, the Winter Bourne Residential care home, Morleigh group and a nursing home in Cornwall. Therefore, by watching these clips and reflecting the positives and negatives help the viewers or workers understand how bad each type of discrimination (unacceptable care) is, few examples and how it affects each person. Each clip that has been used will show evidence of stereotyping, prejudice, abuse and, the infringement of rights being shown against residents to live at the care homes. This will help to understand what you shouldn’t be doing after assessing each worker’s interaction with each service user in the care home. I have attached the three video clips below:

1. <https://www.youtube.com/watch?v=ulazCKOsFz8>
2. <https://www.youtube.com/watch?v=VhsPEHz8f4k>
3. <https://www.youtube.com/watch?v=ioWkb5eig1c&list=PLtiPZ6fpvjnL9zOyda5xLVNQXrcerBwTC>

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| **Type of Discrimination** | **Example** | **Effect this may have on the person** |
| **Infringement of rights** means not allowing an individual their rights and respect they are entitled to. *(Prezi- P2 Abi, 2014)* | In Panorama undercover elderly care, the service user gets forced into bed at 5pm without even getting asked. This shows how the service user doesn’t get free will to choose what she wants to do because she gets forced to go to bed early. | Due to not even having the choice to choose when to go to bed, the service user can get depressed and stressed as she has no control over her life and she will feel like she has been put into a prison or somewhere she doesn’t like. |
|  | In panorama- nursing home undercover (21st November 2016), the way how medication that was two years out of date was relabelled shows disrespect towards the patient who is taking that medication. This shows that whoever decided to relabel the expired medication is showing infringement of rights to that service user. | Taking the wrong medication can have serious problems with the service user’s health due to being two years out of date. The service user may take medication due to being scared of the side effects that may occur, this can affect his health and may cause serious illness by making it extreme. |
| **Prejudice and stereotyping** means making negative or positive judgements about someone without knowing the person/group about them. | In panorama- nursing home undercover (21st November 2016), the staff is using morphine to keep the patient quiet because she is being violent. The worker says that there’s nothing wrong with her, so she is stereotyping the patient and giving her irrelevant medication. She gives the patient the medication without any reason because the medication is not used to make the patient be quiet. | Receiving the wrong medication can affect the patient’s health and characteristic. Taking in the medication most of the time without any reason can cause problems or it can even cause addiction for the patient to that specific medicine so this may be dangerous for the patient. |
|  | In Panorama- undercover elderly care, the care workers thought the elderly with dementia will forget whatever happens and won’t tell anyone or have any feelings to whatever negative thing that happens. Therefore, the workers treat her badly without any respect thinking it’s safe to do so because they won’t understand anything or tell anyone. | Treating a service user disrespectfully can cause effects on the service user’s feelings and emotions even if they have dementia. They may become scared of people after being treated badly by the care workers. Therefore, this may lead to discomfort and cause violence by service user staying in the care home if being treated badly by care workers. |
|  | In Panorama- undercover: the abuse exposed (Winterbourne), the service users are being treated without respect because they are being stereotyped as unintelligent, useless and childish. Therefore, the care workers may act horribly and abusively to them. For example, the care worker was jumping up and down on the service user’s lap because she’s had enough pf him poking her eye. This shows unacceptable behaviour towards the service user from the care worker as she’s meant to assist and help him out after realising his problems and illness. | This shows that the care worker is doing that due to stereotyping him as usable and it can have negative effects on him. Jumping up and down on his lap could have led to broken bones as the worker is quite heavy and big. Also, it could have quickly made the patient violent and would have reacted to that quickly in a bad way which will lead him to do unacceptable things. On the other hand, if he enjoyed the worker doing that to him then he may feel comfortable and fine poking others on the eyes and he might want others to jump up and down on him as well. |
| **Physical abuse** is when someone uses their body to have conflict between each other. This can include hitting, pinching or anything else that involves body and might not cause physical injury. *(Study.com- what is physical abuse, 2018)* | In Panorama- undercover elderly care, the care workers have been slapping and hitting the service user while they were putting her to bed. There were small fingerprints on her body where the care workers were holding her tightly and slapping the patient. | This can cause depression and mental problems to the service user due to being worried when seeing the care workers again. This is due to the fear of getting hurt again and the physical abuse they may repeat. |
|  | In Panorama- undercover: the abuse exposed (Winterbourne), one of the service users who has learning disability or autism is poking another service user on their eye. Others play fight as well, and this includes touching each other’s body. | The poking may cause damage to the service user’s eye and result in health issues. It may make the service user feel worthless because others are hurting them even though they’re telling the poker to stop. Therefore, due to no-one listening to his demand he may think that he has no say as no-one cares. |
| **Verbal abuse** is when someone uses their voice and says negative or offensive comments to the other person. | In Panorama- undercover: the abuse exposed (Winterbourne), service users call each other negative words that describe each other’s looks like “fat”. Also, they start swearing at each other including the workers which is disrespect that happens in the care home between each other. | When threatening and swearing occurs between each other in the care home, this creates a lack of safety and comfort in the building. This is due to the negative behaviour and verbal abuse that is happening from everyone and no-one is trying to stop it, this increase because even the works start arguing with the service users. |
|  | Another example of verbal abuse in the same care home is when the worker swears at the resident to make him apologise back to her. This is followed by physical abuse by holding the patient down with force. | This would have an effect on the resident by making them sad and get depressed and stressed thinking about what’s going to happen next to them by the care worker. Also, the resident may feel isolated by other residents and maybe all the care workers, this will lead to poor quality of service given. The unexpected behaviour from the care worker may leave him in shock and scared to speak up or be active in the future, therefore this means that it will affect and change the resident’s characteristics as well. |
|  | In panorama- nursing home undercover (21st November 2016), the care worker was talking rudely and impolitely to the dementia patient. This may be due to the uncontrollable behaviour of the patient and the care workers might be acted like that due to their memory loss. | Even though the patient may have dementia, they may be able to understand what is happening to them and the way people act to them. This may create tension and an unopen mind for the patient who will become scared of the workers, they may also react in a negative way due to not liking the worker’s behaviour towards them. |
| **Psychological abuse** is harmful behaviour that can cause mental illness or distress. It can involve both verbal and non-verbal abuse. *(Nidirect- recognising adult abuse, exploitation and neglect)* | In Panorama- undercover: the abuse exposed (Winterbourne), residents who have autism or learning disability play around with another resident’s comfort object. He is scared that the others will destroy and break that object because it is very special and important to him. | If that object that the resident loves and keeps with him all the time gets destroyed, then this will make him mentally unstable and may create a hate against the people who destroyed it. For example, if someone we loved got injured or killed by some people this can create a shock in you and may even create strong hate against them due to the loss, we received by them. |
|  | In panorama- undercover elderly care, the service user has negative impressions about each worker that comes and works in her room or around her. This is due to the negative and disliked behaviour or communication shown by them to the resident. | This has negative psychological effects on the service user due to the poor behaviour and care by the care workers. It would make them feel unsafe being near the care workers or they may even be scared by the care home itself due to the poor service and characters of everyone. |
| **Neglect** means failure to provide high quality care to everyone. This can be things like not providing essential equipment’s for the patients. | In panorama- nursing home undercover (21st November 2016), out of date medication is relabelled and given to the service users. Also, the medication was just placed somewhere in the room without being given instructions on how to use it and what medication it is. | Taking in expired medication can have extremely dangerous effects to the service user including death. If anything serious happens, like death happens to the residents, then the people who were involved in this like the workers can get put in jail and leading to a closure of the care home. |
|  | In Panorama undercover elderly care, there was no form of communication between the care workers and service users in the room. This means that there was no information given to the service user about what’s going to happen while they’re in the room. | Having no information given to the service user makes the service user uncomfortable and nervous as she doesn’t know what they’re going to do to her in her personal space. Due to not even saying hi or checking if they’re alright is disrespectful and worrying. There was no form of effective communication even when they were touching and moving the patient’s positions, there was only noises of pain and worry from the service user due to the poor way of dealing with her by the workers. This worries the service user about the type abuse that may happen to her due to not having any information about what’s going to happen. |
|  | In Panorama- Undercover: The abuse exposed (Winterbourne), there was no form of entertainment or activities for the residents to do. The rooms have nothing interesting or creative in it and this may be the same in the lounge where everyone sits together. No activities or entertainment may not be undertaking from the care workers or others. Having nothing to do and low quality of service can be neglect by the company because the resident’s families may be paying high amounts for bad service and care. | Having nothing to do can affect the service users’ mental health by making it worse due to the lack of entertainment and happiness they may receive from just sitting in the care home. This can lead to depressions and make them to easily think about negatives in their life and their families they miss, therefore they may not want to eat anything and increase the chance of getting more ill and may even lead to death. |

**Bibliography**

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