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

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| **Introduction:**  At this nursing home we have used video clips as part of training. This way it shows poor care and discriminatory practices. One videos are the BBC Panorama programme – undercover care: The abuse exposed Winterbourne. This video shows carers being abusive to the patients in a physical, verbal and psychological way. (<https://www.youtube.com/watch?v=ioWkb5eig1c&list=PLtiPZ6fpvjnL9zOyda5xLVNQXrcerBwTC>). The second video is a programme called Panorama – Undercover Elderly Care. This is where the carers weren’t being gentle with a patient and it resulted in the patient having bruises. Also, there was a lack of communication being used as well. (<http://www.youtube.com/watch?v=ulazCKOsFz8>). The last clip that is shown is a programme called Panorama – Nursing homes undercover. This video showed a lot of neglect towards the patients and this shows what not to do when working in these sort of settings. (<http://www.youtube.com/watch?v=VhsPEHz8f4k>). These clips give examples of discriminatory practices. Also, the video clips show the effects that all these have on the patient that they are happening to. In this we will look at infringement of rights, Prejudice & Stereotyping and abuse. |

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| **Type of Discrimination** | **Example** | **Effect this may have on the person** |
| Infringements of rights means not allowing someone the rights that they are entitled to have. (<https://prezi.com/zflombnq2dnl/p2-abi/>) | In the Undercover Elderly Care Panorama programme, it showed the lady being put into bed at 5:30 and not putting the TV on for her to watch. This means that she is in the room by herself all afternoon in complete silence. They are not giving her a choice on what time she wants to go to bed. This is an example of infringements of rights because it is removing choice and giving her the option. | The patient in the elderly care programme suffers from dementia and cannot talk. This means that she cannot respond to what’s happening to her. The ladies’ daughter told the staff her mother’s bedtime and the staff should have stuck to that time. Putting her in bed at this time is isolating her from everyone else that is still up. She is in a room by herself not being able to move and with no TV on. This can make the women feel powerless as she cannot move and also can lead her into a form of depression. |
|  | Another example of infringement of rights was in the Undercover Nursing Home Panorama programme. This programme showed a patient asking if he can get taken to the toilet and asking for help. However, two of the carers walked past him and totally ignored him. This is an infringement of rights they are not giving him the right to go to the toilet whenever he wants to. | The patient in the nursing home will feel embarrassed if he had an accident in front of the rest of the residents in the nursing home. Feeling embarrassed can lead to his self-esteem being lowered and can lead to him having depression if he is constantly feeling low about himself. Also, the man can start to feel a bit powerless if he is being ignored and his rights are being taking away from him. This can also lead to a form of depression. |
| Stereotyping means to have a set idea about what a particular type of person is like. Prejudice means an unfair and unreasonable opinion or feeling, especially when formed without enough knowledge or thought. (cambridgedictionary.com) | An example of this is in the Panorama – Undercover Elderly Care programme. The staff was stereotyping the women with dementia thinking she wouldn’t remember what has happened to her. She was being abused and neglected throughout her time being in this care home and they were thinking because she has dementia, she wouldn’t remember. | This would have a negative effect on the patient because even though she wouldn’t remember in the long term, it will affect her in the short term. When it is happening to her she will feel scared and frightened to be in there. When they come back into her room she will constantly feel scared. In the long term, she will have bruises all over her body and this will lower her self-esteem and cause her to have depression as she is constantly feeling down in the setting she is in. |
| Physical abuse means physically hurting someone causing injuries such as bruises, cuts, burns and broken bones. (NSPCC website). | An example of this is in the Panorama – Undercover Elderly Care programme. The staff were physically abusing her and leaving bruises in the shape of finger prints. They were also slapping her when she was trying to stop them from being so violent and rough with her. | This would have a negative effect on her because they will feel hurt and frightened. Every time the carer comes into the room they will frightened and don’t want to be in the place they are in. also it will lower their self-esteem and because they are feeling frightened and not themselves a lot of the time it will cause her to get depression. Also, the women will feel powerless against the carers as she cannot move, so she cannot stop them from being so rough with her. |
|  | Another example of physical abuse is in the Panorama – Undercover Care: The abuse exposed (Winterbourne). A carer was poking a patient in the eye when she was sat on the sofa with him. This is physical abuse as she is hurting him. | This will negatively affect the patient as they may feel frightened to go near the carer after this. Also, they may not feel safe in the setting they are in. If this is happening all the time, then the patient won’t feel as though they are being respected by the carers and their self-esteem will be lowered. If they are constantly living in an environment like this, then they will start having depression because of constantly feeling down about themselves. |
| Psychological abuse means that it can affect your inner thoughts and feelings as well as exert control over your life. You may feel uncertain of the world around you and unsafe in your own home. (Healthyplace). | An example of this is in the Panorama – Undercover Elderly Care programme. This is the fear that is shown from the lady when the carers come into her room. When the ladies are bathing her, they are very rough with her. To the point where she is holding herself up on the wall because she has a fear of falling. | This will negatively affect the patient because it is affecting the way they think even though they are already sick. Psychologically effecting the patient can affect the way they think about things. Constantly feeling fear can make the patient have depression. As the lady already has dementia and has developed depression, this can speed up the process of her dementia getting worse and making her illness worse. |
|  | Another example of this is in the Panorama – Undercover Care: The abuse exposed (Winterbourne) Programme. This occurred when the carer stole a patient’s bottle off of them that meant a lot to them. This made the patient feel disrespected and felt uncomfortable in the setting they were in. | This will have a negative effect on the patient as the bottle meant a lot to him and is his possession that means a lot to him. Taking this off him can affect his mental health because that may have been the object that made him feel safe in the place he was in. It will make him scared and feel frightened of the carer that stole it of him. Also, feeling scared constantly can make his anxiety worse. |
| Verbal abuse means repeated improper and excessive use of language to humiliate someone, or to undermine someone dignity.  (legaldictionary) | One example of this is in the Panorma – Undercover Care: The abuse exposed: (Winterbourne) Programme. This happened when a carer said to a patient “suffocate on your own fat.” This will make the patient feel uncomfortable in the setting he is in. | This will have a negative effect on the patient as he will feel disrespected, uncomfortable and doesn’t feel as though he should be there. Also, this will make the patient’s self-esteem lower massively. Having a low self-esteem can make the patient feel down himself constantly. Feeling like this all the time can cause the patient to have depression and this isn’t good for the patient psychologically. |
|  | Another example of this is in the same Panorama Programme. This happened when a carer said to a patient “don’t push me or I’ll put your head down a toilet.” This isn’t good for the patient psychologically because it will cause them to be frightened and not safe in the setting they are in. | The patient in the care home won’t feel safe in the setting they are in, when they should feel like they can trust everyone and have a good trust relationship with every patient and carer. The patient will be living a life of constant fear and feeling terrified and unsafe every time that carer comes near him or even just walking into the same room as him. This can really affect him psychologically |
| Neglect means to not give enough care and attention to people or things that are your responsibility.  (CambridgeDictionary.com) | This was shown in the panorama – undercover elderly care programme. This was demonstrated when the women was physically dragged into bed and the carers didn’t use the right equipment. | This will have a negative effect on the patient because the patient will feel abused and that they are not safe in the environment they are in. they will constantly feel scared when carers come into their room. Constantly feeling scared and full of fear will result in the patient having depression. As the women has dementia this will speed up the process of it getting worse. |
|  | Another example of this is in the Panorama – nursing homes undercover programme. This is when the women is showing the things that aren’t working in her room. | This will have a negative effect on the patient as they won’t feel respected and comfortable in the setting they are in. The won’t feel like they are at home. This is because they are living in the room they have and they need to comfortable in it so they can relax and not worry. Also, if things aren’t working properly in their room, it can cause them to hurt themselves which shouldn’t happen in a Health and Social setting. |
|  | Another example of this is in the Panorama – nursing homes undercover programme. This is when a carer has left someone that doesn’t have a DBS check with a patient. This will make the patient feel uncomfortable and not very safe. | This will affect the patient as they won’t feel safe in the hands of the carer. The carer not having a DBS check means that they aren’t authorised to do most the things that need to be done. If they try to do most the things that need doing, they may not do them correctly. This can be dangerous as it can affect the patient and possibly cause them some harm. |

**Bibliography**

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