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

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| **Introduction:** During this assessment, I used video clips at the care home to help staff to understand the unacceptable care that goes on during training and I will be identifying discriminatory practices. I will be using three video clips which are the panorama undercover elderly care, panorama nursing homes undercover 21st November 2016 and, panorama undercover care: the abuse exposed. 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. 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. Below are the video clips that were used;* <https://www.youtube.com/watch?v=ulazCKOsFz8>
* <https://www.youtube.com/watch?v=VhsPEHz8f4k>
* <https://www.youtube.com/watch?v=ioWkb5eig1c&list=PLtiPZ6fpvjnL9zOyda5xLVNQXrcerBwTC>
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| **Type of Discrimination** | **Example** | **Effect this may have on the person** |
| **Infringements of rights means a violation against the regulations that give the residents rights** | In the panorama, elderly care undercover, we can see that the resident is left in her room for 13 hours which can be seen to be an infringement of her rights by removing her rights to choose what she wants to do, respect and to be cared for in a way that meets her needs.  | The patient does have dementia but this shouldn’t stop her from getting the chance to make her own choices so, the staff should have investigated in what time she would prefer to go to bed and wake up by asking the family of the resident. Due to her being put into bed early, the staff are separating her from the other residents that could make her feel even more isolated than she already does. This could then begin to lead her into depression which would then make her dementia even worse than it is due to no stimulation.  |
|  | Another example of an infringement of her rights is having her television turned off for most of the day and only going out of her room for an hour as well as having nothing to look at in her room. This would be going against the respect this resident should be getting as well as removing choices she could make if the staff asked her or if they asked the resident’s family. This would then make the resident feel more comfortable.  | The effect this infringement of rights has on the resident is they could start to become depressed and isolated due to not being let out of their bed as well as not having their television on so then it sounds like there is someone in the room. Some residents will find the sound of the television comforting, due to the effect mentioned. Also, the lady might feel distressed due to being left in her room on her own for so many hours. The staff don’t seem to care about her which can then make the resident feel worthless.  |
| **Physical abuse means someone has made unwanted contact with your body that can either cause pain or no pain** | An example of physical abuse happening in one of the care homes in the clips is in Winter Bourne residential care home which has been the worst care home for abuse is a resident getting physically forced down to the floor by several carers. One of the carers were lying across the chest of the resident while also holding their arm across the patient’s neck. | This would have hurt the patient and possibly even leave them with scars. They will now be in fear of the carers doing this again which is going against the regulation to protect each patient from harm. Also, during the video, the patient had received a broken arm the year before due to being physically restrained to the ground. Instead, the patient should have been calmly reassured and sat down. The patient would have felt bullied as all the carers seem to come across as bullies who abuse the use of power they have.  |
|  | Another example of physical abuse happening in one of the care homes is when a patient is practically thrown onto their bed by two carers. The patient’s legs were roughly thrown onto her bed by one of the nurses. This would have caused pain for the patient.  | The effect this infringement of rights has on the resident is that they would be hurt and possibly might bruise from being thrown onto her bed. Also, this would show disrespect being shown towards the patient which would then make them feel worthless. Another effect is the patient is not being protected from harm like they should be. The patient should feel safe in the care home instead of being in fear of the next time they will get hurt. This type of abuse can mentally scar the patient in a way that leaves them in fear of meeting other people and trusting strangers to care for them.  |
| **Stereotyping and Prejudice means a belief about a certain group of people and a feeling about a person based on their status in a group** | During the video clips, I saw some stereotyping and prejudice being shown towards the patients. An example of this is in Winter Bourne home where residents were getting abused and stereotyped against due to their mental age being misunderstood. This happened to one resident in particular who has autism and is seen to be pushed away a few times in the video clip.  | This would have an effect on the resident by making them feel worthless and bullied. This is a form of bullying being shown towards the resident by the carers. One carer particularly misunderstood the patient when the patient hugged her and she pushed him away instead of calmly telling him to move. Also, another effect is the patient is clearly being shown no respect which is discrimination as well as being protected from harm because one day that carer may go one step too far with the resident. |
|  | Another example of stereotyping and prejudice being shown towards the patients is when someone with dementia is not spoken to due to the carer assuming they don’t understand what they are saying or they think the resident wouldn’t reply to them.  | The effect this might have on the patient is they would feel uncared for which would then result in the resident feeling depressed and upset. It would lead them to isolation and feeling lonely. This is not what the patient should be suffering from because they should be getting cared for in a way that meets all their needs. The patient would not trust the carers if they don’t communicate with her.  |
| **Verbal abuse means to say words that will hurt the other person** | An example of verbal abuse occurring in one of the clips is when one of the carers keeps on repeating what the resident says. This would be a form of bullying and this type of behaviour can affect the patient in many ways. This was seen being done in the Winter Bourne house against a patient who has autism.  | The effect this verbal abuse will have on the resident is that they would feel worthless and disrespected. The patient would be made to feel inferior and as if they can’t be themselves due to the care they are being shown. This type of abuse can also mentally hurt the patient by making them fear the carer and flinching every time they come close or when they talk to them. This type of abuse can cause the resident physical effects such as a heart attack from the shock or even a stroke.  |
|  | Another example of verbal abuse occurring in one of the residential care homes is when one of the carers was making the resident apologise by swearing at the patient and being in their face. This is followed by physical abuse of holding the patient down with force.  | This would have an effect on the resident by making them feel upset and as if they are not cared for. They will feel lonely and as if they can’t trust the people who care for them. Also, the resident would feel bewildered with the situation which could then in turn leave them in shock as well as future problems. This would lead them in fear of what else the carers could do towards them as well as leaving them with a nervous disorder that makes them isolated.  |
| **Physiological abuse means an effect from other abuse received hat results in the person getting mental issues such as anxiety or depression. This can also be when someone gets manipulated** | This type of abuse can be seen to happen throughout several care homes and this has been documented in the video clips I have watched. An example of physiological abuse happening to a resident is when the bottle was taken away from the patient who has autism at Winter Bourne house. | This would have a physiological effect on the resident by making them feel unsafe as the bottle is a security and comfort for the patient. By the bottle being taken away from the patient and being throw around the room, the carers are taking away the resident’s comfort. Also, this would result in the person feeling upset and frustrated at the carers which could then lead to violence. The patient would feel vulnerable and confused. This type of behaviour shown towards the patient can make their autism worst. It could cause them anxiety and lead them to become isolated due to the fear of talking to the carers.  |
|  | Another example of physiological abuse happening in the clips is the fear that is being created for some of the residents due to the physical abuse they receive such as the resident that got thrown on the bed, that woman will fear something like that happening again.  | This type of abuse would affect the residents by making then anxious near enough all the time they are with the carers or the residents could build up a panic inside of them as they know the carer is about to come to them. Also, they would feel upset as well as alone due to not being able to talk to anyone about what is going on to them. This type of abuse can cause anxiety for a resident or even depression. Pain would also be caused by getting thrown on the bed instead of gently being let down with the help of a machine.  |
| **Neglect means a failure to reach the basic needs of a person** | Neglect was seen throughout the clips I watched. An example of neglect taking place is with a resident getting left on their bed pan for several hours. This would be a discrimination against their rights to choose and dignity.  | This would affect the resident by making them feel uncomfortable, embarrassed and in pain. Due to being left on the bed pan for several hours, the patient’s skin would be stuck to the pan and this could then cause future skin problems for the resident once she had been taken off the bed pan as well as getting sores. Also, another affect this type of neglect would have on the resident is they would not trust the carer to look after them and this could then lead them into not forming a good relationship with the carer. As a result of this neglect, the resident could become ill with a bacterial infection which could then leave them vulnerable.  |
|  | Another example of neglect being shown in these videos is when the carer gave a resident the wrong medication. The medication sticker was swapped to the resident the carer was dealing with so then the carer could get on with their work. This would have put the patient in danger and therefore, this would be going against the regulation to protect residents from harm.  | The resident would become ill due to the swap of medication and if the resident has noticed what the carers have been doing, then they would feel unsafe and even scared. They would also feel as if the carers were doing it on purpose just to dispose of them. They would feel angry at how they are being treated and they would lose all trust in the people who care for them.  |