

Module 4

Prioritise People - The Code & Your FtP



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What the NMC says

You put the interests of people using or needing nursing or midwifery services first. You make their care and safety your main concern and make sure that their dignity is preserved and their needs are recognised, assessed and responded to. You make sure that those receiving care are treated with respect, that their rights are upheld and that any discriminatory attitudes and behaviours towards those receiving care are challenged.

Prioritise People

The relevance to FtP

Providing individualised care is vital if it is to be effective but sometimes it isn't always possible

Other factors can obstruct

- Colleagues or managers may tell us different
- We may not feel confident to behave differently





Prioritise People

Relating to your case

- Did your actions show that you weren't prioritising your patients, the general public or your colleagues?
- Did your needs take priority over others.
- Were you unable to put your own priorities first?
- Did colleagues suggest you should prioritise differently?

Prioritise People

What about the code?

1 Treat people as individuals and uphold their dignity

To achieve this, you must:

1.1 treat people with kindness, respect and compassion

1.2 make sure you deliver the fundamentals of care effectively

1.3 avoid making assumptions and recognise diversity and individual choice

1.4 make sure that any treatment, assistance or care for which you are responsible is delivered without undue delay

1.5 respect and uphold people's human rights

The **fundamentals** of care include, but are not limited to, nutrition, hydration, bladder and bowel care, physical handling and making sure that those receiving care are kept in clean and hygienic conditions. It includes making sure that those receiving care have adequate access to nutrition and hydration, and making sure that you provide help to those who are not able to feed themselves or drink fluid unaided.

2 Listen to people and respond to their preferences and concerns

To achieve this, you must:

- 2.1** work in partnership with people to make sure you deliver care effectively
- 2.2** recognise and respect the contribution that people can make to their own health and wellbeing
- 2.3** encourage and empower people to share in decisions about their treatment and care
- 2.4** respect the level to which people receiving care want to be involved in decisions about their own health, wellbeing and care
- 2.5** respect, support and document a person's right to accept or refuse care and treatment
- 2.6** recognise when people are anxious or in distress and respond compassionately and politely

3 Make sure that people's physical, social and psychological needs are assessed and responded to

To achieve this, you must:

- 3.1** pay special attention to promoting wellbeing, preventing ill health and meeting the changing health and care needs of people during all life stages
- 3.2** recognise and respond compassionately to the needs of those who are in the last few days and hours of life
- 3.3** act in partnership with those receiving care, helping them to access relevant health and social care, information and support when they need it
- 3.4** act as an advocate for the vulnerable, challenging poor practice and discriminatory attitudes and behaviour relating to their care

4 Act in the best interests of people at all times

To achieve this, you must:

4.3 keep to all relevant laws about mental capacity that apply in the country in which you are practising, and make sure that the rights and best interests of those who lack capacity are still at the centre of the decision-making process

4.4 tell colleagues, your manager and the person receiving care if you have a conscientious objection to a particular procedure and arrange for a suitably qualified colleague to take over responsibility for that person's care

5 Respect people's right to privacy and confidentiality

As a nurse, midwife or nursing associate, you owe a duty of confidentiality to all those who are receiving care. This includes making sure that they are informed about their care and that information about them is shared appropriately.

To achieve this, you must:

5.1 respect a person's right to privacy in all aspects of their care

5.2 make sure that people are informed about how and why information is used and shared by those who will be providing care

5.3 respect that a person's right to privacy and confidentiality continues after they have died

5.4 share necessary information with other health and care professionals and agencies only when the interests of patient safety and public protection override the need for confidentiality

5.5 share with people, their families and their carers, as far as the law allows, the information they want or need to know about their health, care and ongoing treatment sensitively and in a way they can understand

Prioritise People

Case Study

Return to Julia – remember the allegations



Medication
error

Failure to
escalate a
deteriorating
patient and

Poor communication
with colleagues



Prioritise People

Case study

When prioritising is tricky

Think about why

Acknowledge what were the blockers

Keep objective

Evaluate your responsibility

Have a long think about why you didn't prioritize

Own your on part in this

Let go of what you couldn't control

Demonstrate improvement

Code of Conduct

Get In Touch



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