

**Assignment task – 201 Understand employment responsibilities and rights in health, social care or children and young people's settings**

# know Your Rights

If you choose to follow a career in health, social care or working with children and young people it is essential to understand employment responsibilities and right. To show your understanding of this area, produce a document giving information about the following:

- Statutory responsibilities and rights of employees and employers
- Awareness of own occupational role and how it fits within the sector
- Agreed ways of working with employer
- Career pathways
- Issues of public concern and how these may influence changes in the sector

## Task ① - Statutory responsibilities and rights of employees and employers

- List the aspects of employment covered by law.
- List the main features of current employment legislation.
- Outline why legislation relating to employment exists.
- Identify sources and types of information and advice available in relation to employment responsibilities and rights.

## Task ② - Awareness of own occupational role and how it fits within the sector

- Describe the terms and conditions of own contact of employment.
- Describe the information shown on own pay statement.

- Describe the procedures to follow in event of a grievance.
- Identify the personal information that must be kept up to date with own employer.
- Explain agreed ways of working with employer.

#### Task ③ - Agreed ways of working with employer

- Explain how own role fits within the delivery of the service provided.
- Explain the effect of own role on service provision.
- Describe how own role links to the wider sector.
- Describe the main roles and responsibilities of representative bodies that influence the wider sector.

#### Task ④ - Career pathways

- Explain different types of occupational opportunities.
- Identify sources of information related to a chosen career pathway.
- Identify next steps in own career pathway.

#### Task ⑤ - Issues of public concern and how these may influence changes in the sector

- Identify occasions where the public have raised concerns regarding issues within the sector.
- Outline different viewpoints around an issue of public concern relevant to the sector.
- Describe how issues of public concern have altered public views of the sector.
- Describe recent changes in service delivery which have affected own area of work.

## **Assignment task – 201 Answers**

#### Task ① - Statutory responsibilities and rights of employees and employers

- List the aspects of employment covered by law.

The aspects of employment covered by law are:

- The Health and Safety Act, 1974
- The Data Protection Act, 1978
- Employment Rights Act, 1996
- National Minimum Wage Act, 1998
- Equal Pay Act, 1970/1983
- The Sex Discrimination Act, 1975
- The Race Relations Act, 1976/2000
- The Children Act, 1989
- The Care Standards Act, 2000
- Protection of Children Act, 1999

- List the main features of current employment legislation.

### **The Health and Safety Act, 1974**

It is an employer's duty to protect the health, safety and welfare of their employees and other people who might be affected by their business. Employers must do whatever is reasonably practicable to achieve this.

This means making sure that workers and others are protected from anything that may cause harm, effectively controlling any risks to injury or health that could arise in the workplace.

Reference: <http://www.hse.gov.uk/workers/employers.htm>

### **The Data Protection Act, 1978**

The Data Protection Act controls how your personal information is used by organisations, businesses or the government.

Reference: <https://www.gov.uk/data-protection/the-data-protection-act>

### **Employment Rights Act, 1996**

The Employment Rights Act 1996 came into force on 22 August 1996. It sets out the statutory employment rights of workers and employees.

Reference: <http://bwglaw.co.uk/library/employment-law/employee-rights/employment-rights-act-1996>

### **National Minimum Wage Act, 1998**

The National Minimum Wage Act 1998 creates a minimum wage across the United Kingdom, currently £6.19 per hour for workers aged 21 years and older, £4.98 per hour for workers aged 18–20

Reference: [http://en.wikipedia.org/wiki/National\\_Minimum\\_Wage\\_Act\\_1998](http://en.wikipedia.org/wiki/National_Minimum_Wage_Act_1998)

### **Equal Pay Act, 1970/1983**

An Act to prevent discrimination, as regards terms and conditions of employment, between men and women.

Reference: <http://www.legislation.gov.uk/ukpga/1970/41>

### **The Sex Discrimination Act, 1975**

An Act to render unlawful certain kinds of sex discrimination and discrimination on the ground of marriage, and establish a Commission with the function of working towards the elimination of such discrimination and promoting equality of opportunity between men and women generally; and for related purposes.

Reference: <http://www.legislation.gov.uk/ukpga/1975/65>

### **The Race Relations Act, 1976/2000**

The Race Relations Act (RRA) 1976 amended 2000 makes it unlawful to treat a person less favourably than another on racial grounds. These cover grounds of race, colour, nationality (including citizenship), and national or ethnic origin.

Reference: [http://www.institute.nhs.uk/building\\_capability/breaking\\_through/race\\_relations.html](http://www.institute.nhs.uk/building_capability/breaking_through/race_relations.html)

### **The Children Act, 1989**

The Children Act 1989 aimed to ensure that the welfare of the child was paramount, working in partnership with parents to protect the child from harm.

Reference: [http://www.careandthelaw.org.uk/eng/b\\_section2](http://www.careandthelaw.org.uk/eng/b_section2)

### **The Care Standards Act, 2000**

Care Standards Act 2000 (CSA) is an Act of the Parliament of the United Kingdom which provides for the administration of a variety of care institutions, including children's homes, independent hospitals, nursing homes and residential care homes.

Reference: [http://en.wikipedia.org/wiki/Care\\_Standards\\_Act\\_2000](http://en.wikipedia.org/wiki/Care_Standards_Act_2000)

### **Protection of Children Act, 1999**

The Protection of Children Act 1999 creates a system for identifying persons considered to be unsuitable to work with children. This will be achieved by checks being made of criminal records with the National Criminal Records Bureau (CRB).

Reference: <http://www.teescpp.org.uk/protection-of-children-act-1999>

#### • Outline why legislation relating to employment exists.

Legislation relating to employment exists to protect me at work; they also protect my colleagues, the resident and their family.

These laws also tell me what I am expected to do and how I should behave at work.



#### • Identify sources and types of information and advice available in relation to employment responsibilities and rights.

Sources and types of information and advice available in relation to employment responsibilities and rights are:

- Contracts
- Handbook
- Job descriptions
- Policy documents
- Terms and conditions
- Trade unions

- ACAS
- OFSTED

### **What is ACAS**

ACAS (Advisory, Conciliation and Arbitration Service) help to get advice on resolving workplace disputes.

Reference: <https://www.gov.uk/acas>

### **What is OFSTED**

OFSTED is the 'Office for Standards in Education, Children's Services and Skills'

OFSTED take responsibility for the inspection of education in all schools in England.

Its role also includes the inspection of:

- all education for 16-19 year olds
- children's centres
- local education authorities
- teacher training institutions
- youth work
- childminders
- home child carers
- day-care providers
- out-of-school clubs
- crèches

OFSTED assesses these organisations to see if they are suitable to provide childcare, look after or be in contact with children. This is done in a number of ways, including health checks, criminal records checks and 'suitable person interviews' on individuals.

These assessments are carried out on all people aged 16 and over who look after children, are connected with the registration, or who live or work on the premises where children are to be cared for. They also look at equipment and check that the buildings are of a satisfactory standard.

OFSTED will inspect day-care providers and childminders at least once every two years to make sure that they continue to meet the national standards, and then they report on these inspections. They need to be informed of any changes of staff or to the buildings so that they can carry out any further checks as necessary.

OFSTED will investigate complaints made about a provider and take enforcement action, if necessary, to ensure that providers meet the national standards.

Reference: <http://www.ofsted.gov.uk/>

## More about employment responsibilities and rights:

Reference: <http://businesscasestudies.co.uk/business-theory/people/rights-and-responsibilities-of-employers-and-employees.html#axzz2YOgcev7i>

Task ② - Awareness of own occupational role and how it fits within the sector

- Describe the terms and conditions of own contract of employment.



The terms and conditions which are covered in my contract are:

- My job title (care assistant)
- Hours of work (48 per week between 8am and 8pm)
- Holiday
- Absence due to sickness or injury (must inform manager at least 2 hours before shift starts)
- Sick pay
- Notice of termination of employment (1 months' notice in writing)
- Grievance procedure
- Company rules and the disciplinary procedure

- Describe the information shown on own pay statement.

The information that is shown on my pay slip is:

**"Name"** Mr Gael Romanet (so I know it is my pay slip)

**"Employee No"** 885463 (My Employee Numbers)

**"Business Unit"** Mornington Hall Res & Nursing Home (the address of my work place)

**"Pay Date"** 29/06/2012 (when I get paid)

**"Tax Reference & Telephone No"** (My Tax Reference & Telephone Number to claim money back of tax if I think I pay too much tax)

**"Nat Ins No"** (My National Insurance Number so I know I am paying national insurance for me and no one else)

**"NI Code"** A (My National Insurance Code, it is the standard rate)

About NI Code A: <http://www.hmrc.gov.uk/nic/letters.htm>

**"Tax Code"** 810L (so I know how much tax I should be paying)

About 810L Tax Code: <http://www.taxcode810l.com/articles/what-does-tax-code-810l-mean.html>

**"Pay Method"** BACS (how I get paid, Account Payment, Cheque, Cash, etc.)

**"Tax Period"** 2010 03 (IMPORTANT Information about Tax Period: A Corporation Tax accounting period can't be longer than 12 months. For example, if your company accounts cover an 18-month period, and your company is trading throughout, you must submit two Company Tax Returns because you'll have two Corporation Tax accounting periods. The first accounting period covers the first 12 months and the second period covers the remaining six months.)

Reference:

<https://online.hmrc.gov.uk/information/faqs/corporationTax?faqid=eng.faq.largecompanies.faq.faqct078&affinitygroup=>

**Under this is 3 larger "blocks" of information that is shown on my pay slip. From left to right you have:**

**"Payments"** Consists of **5 columns**:

- Weekday (Units hours x Base Rate = Value)
- W'end Day (Units hours x Base Rate = Value)
- Bank Holiday (Units hours x Base Rate = Value)
- Training (Units hours x Base Rate = Value)
- Paid Holiday (Units hours x Base Rate = Value)

The Payments Weekday, W'end Day, Bank Holiday, Training and Paid Holiday are the sum of Weekday Value, W'end Day Value, Bank Holiday Value, Training Value and Paid Holiday Value are equal to [Total Payments](#)

**"Deductions"** Consists of **2 columns**:

- Tax Paid (Tax Paid is a tax. A tax is a financial charge or other levy imposed upon a taxpayer (an individual or legal entity) by a state or the functional equivalent of a state such that failure to pay is punishable by law.)
- NI C/I (National Insurance Contributions Letter)

The Deductions Tax Paid and NI C/I are equal to [Total Deductions](#)



**"Year to date" Consists of 4 columns:**

- Gross Pay (Gross pay is the total pay before deductions for things like taxes or your share of medical insurance benefits.)
- Taxable Pay (The amount of an individual's annual income on which tax is payable.)

About Taxable Pay: The tax details are applied on a cumulative basis. This means the every week/month, the entire year to date earnings and tax details are applied. For example, for pay in the month of March, ALL earnings from Jan, Feb and March are taken into account and the 3 cut off points and 3 tax credits are taken to offset.

The total liability for the year up to the end of March is calculated and March's tax to be paid will be the year to date total liability LESS what has been paid already for Jan to Feb inclusive.

Reference: [http://www.jeffersonpayroll.com/payslip\\_open.htm](http://www.jeffersonpayroll.com/payslip_open.htm)

- Tax Paid
- NI C/I

Total Net Pay is the difference between Total Payments and Total Deductions

**Total Net Pay is the amount of money who is for you.**

Reference: <http://www.finance-glossary.com/define/taxable%20pay/1415/>

Reference: <http://en.wikipedia.org/wiki/Tax-paid>

Reference: <https://www.gov.uk/national-insurance-contributions-for-employers/national-insurance-category-letters>

Reference: <http://www.learndirect.co.uk/campaigns/worth-learning/managing-money/understanding-your-payslip/>

Name	Employee No	Business Unit			Pay Date		
Mr Gael Romanet	885463	Morningson Hall Res & Nursing Home			29/06/2012		
Tax Reference & Telephone No	Nat Ins No	NI Code	Tax Code	Pay Method	Tax Period		
0845 300 0627	*****	A	810L	BACS	2012 03		
Payments				Deductions		Year to date	
	<b>Units</b>	<b>Base Rate</b>	<b>Value</b>				
Weekday	123.00	6.0800	747.84	Tax Paid	204.60	Gross Pay	4154.68
W/end Day	84.00	6.0800	510.72	NI C/I	127.72	Taxable pay	4154.68
Bank Hol	12.00	9.1200	109.44			Tax Paid	425.40
<b>Training</b>	<b>10.00</b>	<b>7.5000</b>	<b>75.00</b>			NI C/I	270.31
Paid Hol	42.00	6.0800	255.36				
<b>Total Payments:</b>				<b>Total Deductions:</b>	<b>332.32</b>	<b>Total Net Pay:</b>	<b>1366.04</b>

- Describe the procedures to follow in event of a grievance.

The procedures to follow in event of a grievance are quite simple.

If you've tried solving a problem by talking to your manager but you're not satisfied, you can make a formal grievance complaint.

Your employer should put their grievance procedure in writing. You should be able to find this in your:

- Company handbook
- Human resources (HR) or personnel manual
- HR intranet site
- Employment contract

Your employer's grievance procedure should include the following steps:

- Writing a letter to your employer setting out the details of your grievance
- a meeting with your employer to discuss the issue
- the ability to appeal your employer's decision

Reference: <https://www.gov.uk/solve-workplace-dispute/formal-procedures>

- Identify the personal information that must be kept up to date with own employer.

The personal information that I must be kept up to date with my own employer are my mobile number, my address, my bank details to have my pay and new health information who could affect my job.

- Explain agreed ways of working with employer.

The agreed ways of working with my own employer are simply to follow my job description and to work on time, to not be late.

My own employer must provide me the correct tools I need to do my job in the best condition possible, as said in The Health and Safety Act, 1974 law.

To be polite and professional, to follow policies and procedures correctly to make everyone feel welcome and happy to be at Mornington Hall Residential and Nursing Home Dementia Care to provide a safe, warm, loving and happy environment for the residents, to be respectful of other peoples religion, background and personal choices.

### Task ③ - Agreed ways of working with employer

- Explain how own role fits within the delivery of the service provided.

My role as a care assistant in my work place fits within the delivery of the service provided by helping 29 dementia residents to "carry on to do things" to live their life as normal as possible by using everything the resident need to be wash, to eat and drink, to get dressed and have a certain mobility.

We work as a team composed of 4 care assistants and 2 nurses in charge during a 12 hours shift.

8am to 8pm shift...

8.05am:

Participation to handover (night nurse staffs explain what happened during the night to the day nurse staffs by giving precious information of the ways the dementia residents behaved during the night.)

8.25am:

I am going to check the allocation. (To know what side I am working and if I am doing afternoon tea at 3pm) We have two different sides, A side on the right and B side on the left. Of course we are two care assistants by side, a man and a woman, we always work together by assisting one resident after one resident)

It's now time to work up the residents before 10am

8.30am to 10am:

Assist to woke up 5 dementia residents with my colleague by washing, shaving, helping to get dressed. My colleague and I know how to use the Oxford advance hoist and Oxford electric-stand-aid hoist to help us by assisting the dementia resident who can't stand up and walk.



Reference wheelchair and hoist pictures: <http://www.completecareshop.co.uk/>

Assist to give bath for 3 dementia residents.

Take away yellow bags in special yellow bins outside.

Feeding some residents for breakfast.

Done some beds and opening windows in personal resident rooms.

Done the laundry.

Cleaning the day room (name of the place where sit almost all the residents.)

Cleaning some rubbish bins.

Checking the nails of all the residents to write the chiropodist list asking by my manager.

Done some paper works as daily food and drink chart, personal care and medication book.

11.00am

Assisting some residents to drink morning tea.

12.00

Starting toileting for the residents the night staffs bring out before 8.00am

12.25pm

Take away yellow bags in special yellow bins outside.

12.30

Bring out some residents to go outside to enjoy the lovely weather by walking in the garden, residents become very happy by the colours of the flowers. Participation with the activity people to sing and share some songs with the residents sitting on the bench in the center of the garden.

13.10pm

Bring back the residents from the garden to inside the day room to start to sit down the residents who can walk around the tables.

13.15pm

Proposing the choice to the residents about the lunch by showing and reading the menu. (Would you like roast potatoes or mash potatoes? would you like roast beef or royal chicken or rice and peas? What kind of drink do you want, orange juice, lemon juice, black current juice, lemonade, cup of tea, coffee, cold milk or cold water?)

14.15pm

Toileting the residents who want to go toilet

14.30pm

Take away yellow bags in special yellow bins outside.

14.35pm

Break time of 25 minutes for the staffs. Time to enjoy food made home after 6 hours and 30 minutes of work.

15.00pm

Afternoon tea time for the residents. Proposing the choice between cup of tea, coffee, orange juice, lemon juice, black current juice, lemonade, cold milk, cold water or milk shake. Proposing the choice between little chocolate cake, biscuits of lemon or cake made in nursing home.

15.30pm

Participation with the activity people to share card games, painting or reading books with the residents.

16.00pm

Afternoon toileting for the residents and take away yellow bags in special yellow bins outside.

16.45pm

Preparation of the supper time for the residents. Proposing choice between vegetable soup, selection of sandwiches with salad, little plate of rice or beans or fries. Proposing choice for extra as fresh fruits, chocolate bar or ice cream and lot of drinks as orange juice, lemon juice, black current juice, lemonade, cold milk, cold water, milk shake, cup of tea or coffee or hot chocolate and proposing the choice between chocolate cake made in nursing home or simple biscuits of lemon or chocolate.



17.45pm

Cleaning the day room

18.00pm

Completing the paper works as daily food and drink chart, personal care and medication book.

18.30pm

Putting the residents who want to go to bed, generally about 4 residents

19.30pm

Take away yellow bags in special yellow bins outside.

19.35pm

It's time for the staffs to relax sitting in the day room and watching the dementia residents in waiting the night staffs at 20.00pm

19.50pm

Participation to handover (day nurse staffs explain what happened during the day to the night nurse staffs by giving precious information of the ways the dementia residents behaved during the day.)

20.05pm

Time to go home for the day staffs after a long day!

Extra work during 8am to 8pm shift.

Fixing TV channels for the dementia residents who have personal TV in bed rooms. (They are confused and change the configuration of the way the TV work with the remote.)

Assist some residents to sit in the weight chair to know their weights, as asked by my manager.

Going outside at 5 minutes walking to the little shop to buy personal packets of tissues, personal drink without alcohol, personal news papers, television books, etc)

Cleaning some rubbish bins in personal bed rooms the house keeper forgot.

Washing the dishes the personal keeper forgot.

Checking and changing if need some mattress beds.

Labeling new clothes in the laundry when the resident's family bring new clothes.

Flash personal toilet in personal bed rooms the dementia residents have forgotten.

Opening carton box of diaper pads, wipes and gloves before to store in the storage room and throwing away lot of carton box in special recycling metal bins outside.

And of course washing my hands about 30 times by day after cares with dementia residents.

- Explain the effect of own role on service provision.

The effects of my own role on service provision are various and turn around the residents to make them feel like to be home!

Make them feel like to be home, I all said in seven words but that resume a lot of work, a lot!

To work with dementia residents are a gift and make you see your personal life and general life totally different.

To make look clean the residents by washing, bathing, shaving, appropriate clothes, to provide breakfast, morning tea, lunch, afternoon tea and supper during a whole day, to share with the residents activities outside and inside, to do all this in front of the family make me feel I am doing the right job.

Some family are so happy in my dementia care homes that they buy chocolate boxes for all the staff and come back with gifts for the staff when they go holidays to visit other country, yes it is true!

All staff members work like a team, this is the only and appropriate way to provide the best cares the residents deserves. As a part of the team I always ensure the residents are first, that mean to not be afraid to have break lunch time at 3.30pm because some resident want to go toilet or ask to go outside to walk in the garden because the weather is lovely.

I really like my dementia residents, I feel comfortable with them, they make me laugh and give me the smile.

- Describe how own role links to the wider sector.

My job as a care assistant working with 30 dementia residents fits in the wider sector because days after days, we help the resident to live their life as good as they can by repeating how to wash the body, how to shave, how to eat and to drink and how to be dressed.

We help the dementia residents to "carry on to do things" by their own. Of course they can't be independent because they have dementia and can forget things quickly, live in the past and they believe they are young like 25 years old persons.

I wish to say we do some miracles in my dementia unit, some residents who were judged by the hospital not able to stand up, walk now!



I remember a resident who came from hospital on opera hoist and pureed meal food chart, she is now on normal food and she walk and do her bed by herself!

We are better than hospital because we take time and we really help the residents to eat, we feed them, not like hospital when they just give medicine and this is the end of care. We are always afraid when a dementia resident need to go hospital because we don't know if the dementia resident will be back and when the dementia resident come back to us, it is with 7 kilos lost, "hospital only medicine fault" if I can say.

• Describe the main roles and responsibilities of representative bodies that influence the wider sector.

The representative bodies that influence the wider sector are **government departments, professional bodies, trade unions, sector skills councils** and **regulatory bodies**.

The main roles and responsibilities of representative bodies such as government departments are a duty to promote the economic, social and environmental wellbeing of their communities. This is linked with the concept of community planning through partnerships aimed at improving 'community wellbeing'.

See more at: <http://www.surreyheath.gov.uk/community/youth/LocalGovDuties.htm>

The main roles and responsibilities of representative bodies such as professional bodies have a number of functions. They may set and assess professional examinations, provide support for Continuing Professional Development through learning opportunities and tools for recording and planning, publish professional journals or magazines, provide networks for professionals to meet and discuss their field of expertise, issue a Code of Conduct to guide professional behaviour, deal with complaints against professionals and implement disciplinary procedures.

See more at: <http://www.totalprofessions.com/more-about-professions/role-of-professional-bodies>

The main roles and responsibilities of representative bodies such as trade unions are to play an important role and are helpful in effective communication between the workers and the management. They provide the advice and support to ensure that the differences of opinion do not turn into major conflicts. The central function of a trade union is to represent people at work. But they also have a wider role in protecting their interests. They also play an important educational role, organizing courses for their members on a wide range of matters. Seeking a healthy and safe working environment is also prominent feature of union activity.

Trade unions help in accelerated pace of economic development in many ways as follows:

- By helping in the recruitment and selection of workers.
- By inculcating discipline among the workforce



- By enabling settlement of industrial disputes in a rational manner
- By helping social adjustments. Workers have to adjust themselves to the new working conditions, the new rules and policies. Workers coming from different backgrounds may become disorganized, unsatisfied and frustrated. Unions help them in such adjustment.

Trade unions are a part of society and as such, have to take into consideration the national integration as well. Some important social responsibilities of trade unions include:

- Promoting and maintaining national integration by reducing the number of industrial disputes
- Incorporating a sense of corporate social responsibility in workers
- Achieving industrial peace

Reference: <http://industrialrelations.naukrihub.com/importance-of-trade-unions.html>

The main roles and responsibilities of representative bodies such as sector skills councils are to create the conditions for increased employer investment in skills which will drive enterprise and create jobs and sustainable economic growth.

See more at: <http://www.ukces.org.uk/ourwork/sector-skills-councils>

The main roles and responsibilities of representative bodies such as regulatory bodies are to exercise a regulatory function, that is, imposing requirements, restrictions and conditions, setting standards in relation to any activity, and securing compliance, or enforcement.

About regulatory bodies: <http://www.totalprofessions.com/more-about-professions/regulatory-bodies>

#### Task ④ - Career pathways

- Explain different types of occupational opportunities.

After completing the NVQ2 qualification you can go on to further your education by doing a NVQ3 or to have a job as a health and social carer. You can also work on nursing home, care home, support work, residential home or residential care.

- Identify sources of information related to a chosen career pathway.

There are a number of organisations that can help you to find out more about higher qualification.

These include:

- CACHE (Council for Awards in Care, Health and Education)  
<http://www.cache.org.uk/Pages/Home.aspx>
  - LCCIEB (The London Chamber of Commerce and Industry Examinations Board)  
<http://www.lccieb.org.uk/>
  - Universities UK [www.universitiesuk.ac.uk](http://www.universitiesuk.ac.uk)
- Identify next steps in own career pathway.

I intend to success with my NVQ2 and to start straightaway my NVQ3 because I project to return to France in the next two years to be unit manager in a Residential and Nursing Home Dementia Care in the south of France.

Task ⑤ - Issues of public concern and how these may influence changes in the sector

- Identify occasions where the public have raised concerns regarding issues within the sector.

Concerns have been raised by the public regarding the abusive utilisation of mobile phones within the sector, where photographs have been taken of male and female residents and used in inappropriate ways.

- Outline different viewpoints around an issue of public concern relevant to the sector.

Some people think that mobile phones should not be used during duty time in work place so things like taking photographs of male and female residents in inappropriate ways cannot happen again, where as other people think that mobile phones should be allowed in case of emergency.

Also some resident's family don't like men to work in Residential and Nursing Home Dementia Care and wish only female staff to change their mum during toileting time. This can be seen as a discrimination against male workers.

- Describe how issues of public concern have altered public views of the sector.

The public concern regarding the utilisation of mobile phones during duty time in work place has made the public more cautious about the people who are looking after dementia residents and they may feel that stricter guidelines and checks should be put in place to protect dementia residents who are particularly exposed because they are not alert when seeing a mobile phone.

My employer above public concern put in place a mobile phone policy who say you are not allow the use of mobile phone during duty time in work place. Switch off!

- Describe recent changes in service delivery which have affected own area of work.

In my work place, my employer above public concern put in place a mobile phone policy who say you are not allow to use your mobile phone during duty time.

Mobile phones must be put in our personal lockers in the staff room.

If you are found to have your mobile phone on you when you are on duty, then you can be dismissed by reported by your manager to the deputy manager.

My employer mobile phone policy is very strict for the best safe of dementia residents because they are particularly exposed because they are not alert when seeing a mobile phone.

The only exception when you are allow to use your mobile phone is in case of emergency if you are outside with your dementia resident and if a real problem appear difficult to handle.

Also your personal mobile phone does not have a camera function on it.

