

## How is the Care Certificate assessed?

The Care Certificate assesses knowledge and competence and assessors must be competent in what they are assessing.

Assessment strategies may vary between organisations but all practical skills must be assessed in the workplace.

Some standards (e.g. Basic Life Support) will require specialist assessment.

The final decision about competency across all the standards is taken by the Support Worker's line manager.

## What will the Care Certificate achieve?

Support Workers and those in their care will know that they are working to the nationally recognised standard.

Once awarded, the Care Certificate is portable between organisations. Employers are responsible for issuing certificates and maintaining a record of completions.

Support Workers will still need to update their training in line with organisational requirements and their Code of Conduct but do not need to complete the Care Certificate again.

## Code of Conduct for Healthcare Support Workers

As a healthcare support worker or adult social care worker in England you must:

1. Be **accountable** by making sure you can answer for your actions or omissions.
2. Promote and uphold the **privacy, dignity, rights, health and wellbeing** of people who use health and care services and their carers at all times.
3. Work in **collaboration** with your colleagues to ensure the
4. **delivery of high quality, safe and compassionate healthcare, care and support.**
5. **Communicate** in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
6. Respect a person's right to **confidentiality.**
7. Strive to improve the quality of healthcare, care and support through **continuing professional development.**
8. Uphold and promote **equality, diversity and inclusion.**

## Useful web resources

For information on the Care Certificate search for:

- Health Education North West London Care Certificate
- Health Education England Care Certificate
- Skills for Health Care Certificate
- Care Certificate Skills for Care

For free e-learning resources search for:

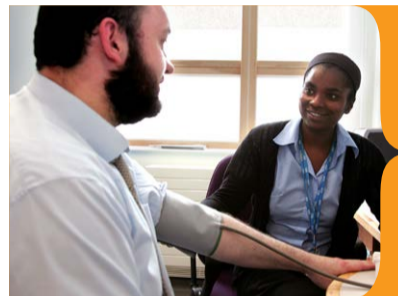
- RCN first steps for HCAs
- Social Care Institute for Excellence e-learning modules
- E-learning for healthcare

To learn more about the national support worker agenda search for:

- Talent for Care



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# The Care Certificate

## What is the Care Certificate?

The Care Certificate is one of the outcomes of the Francis Report.

Its purpose is to ensure that healthcare support workers in all clinical roles have the required values, behaviours, competencies and skills to provide high quality compassionate care.

It is a national requirement from April 2015 and all new recruits will need to complete it. It will be monitored through Care Quality Commission (CQC) inspections.

## How long will it take?

It has been designed to take no more than 12 weeks to complete.

The length of time allowed may vary between employers.

It should not require the Support Worker to study in their own time.

## How does it work?

The Care Certificate is a common induction for all healthcare support workers. It assesses fundamental knowledge and skills.

It does not include specialised service specific skills.

It is based on the **6 Cs of Care:**

1. Care
2. Compassion
3. Competence
4. Communication
5. Courage
6. Commitment

Support Workers should never work unsupervised until they have been assessed as competent.



### The Care Certificate has 15 standards:

1. Understand your role
2. Your personal development
3. Duty of care
4. Equality and diversity
5. Work in a person centred way
6. Communication
7. Privacy and dignity
8. Fluids and nutrition
9. Awareness of mental health
10. Conditions, dementia and learning disabilities
11. Safeguarding adults
12. Safeguarding children
13. Basic life support
14. Health and Safety
15. Handling information
16. Infection prevention and control

Developing  
people for health  
and healthcare



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For more information please contact:

affix local Care  
Certificate Lead  
contact details here