

The Care Certificate for Support Workers For Health and Social Care

What is the Care Certificate?

Following the Francis Inquiry, Camilla Cavendish was asked by the Secretary of State to review and make recommendations on the recruitment, learning and development, management and support of healthcare assistants and social care support workers.

The resulting report, published in July 2013, found that the preparation of healthcare assistants and social care support workers for their roles within care settings was inconsistent, and one of the recommendations was the development of the Care Certificate.

The term certificate refers to the assessment process following training.

The Care Certificate will be introduced through training sessions/induction and is to be completed with mentors and colleagues by learning and demonstration skills and knowledge.

The Care Certificate will “go live” in April 2015.



How does it work?

Health Education England, Skills for Care and Skills for Health, have worked together to develop the following Care Certificate documents:

The Care Certificate Framework

Assessor Document

The Care Certificate Framework is a document for assessors. It ensures the approach used to deliver the learning required meets the outcomes of the Care Certificate Framework as well as ensuring that there is a record of the assessment decisions that is auditable

The Care Certificate Mapping Document

This document sets out how the Care Certificate maps across to other resources that are used within the health and social care sectors. It is a reference document and it is designed to reduce duplication of effort in cross-referencing and mapping these resources.

The Care Certificate Standards Self-Assessment Tool

Employers may want to use the self-assessment tool prior to health and social care workers commencing their induction. Induction can then be tailored, based on the workers self- assessment.

Achievement of the Care Certificate should ensure that the healthcare support worker has the required values, behaviours, competences and skills to provide high quality, compassionate care. These standards are being rolled out nationwide.



The 15 Care Certificate 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, dementia and learning disability
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

For further information contact

The Code of Conduct for Support Workers or Adult Social Care Worker in England

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 delivery of high quality, safe and compassionate healthcare, care and support.
4. 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.
5. Respect a person’s right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through **continuing professional development**.
7. Uphold and promote equality, **diversity** and inclusion.

Acknowledgments/References

Skills for Care,
West Gate, 6 Grace Street, Leeds LS1 2RP www.skillsforcare.org.uk

Skills for Health,
1st Floor, Goldsmiths House, Broad Plain, Bristol BS2 0JP
www.skillsforhealth.org.uk

Health Education England
1st Floor, Blenheim House, Duncombe Street, Leeds, LS1 4PL

Cavendish Review,,
An Independent Review into Healthcare Assistants and Support Workers in the NHS and social care settings , July 2013

© Ralph Schafer, LNWH Trust NHS, for Care Certificate Steering Group HENWL
Ralph.Schafer@nhs.net November 2014