Care Certificate

Theory Assessment Document

April 2015

|  |
| --- |
| Learner Name: |
| Manager Name: |
| Start Date: |
| Completion Date: |
| Clinical Base: |

**Contents**

**Contents**

Contents: ……………………………………………………….…….……… 2

Aim and Introduction of Workbook: ……………………….………... 3

Standard 1 – Understanding your Role …………………………………. 4-9

Standard 2 – Your Personal Development ………………………… 10-12

Standard 3 – Duty of Care …………………………………………………. 13-16

Standard 4 – Equality and Diversity ………………………………………. 17-20

Standard 5 – Work in a Person Centred Way ……………………… 21-24

Standard 6 – Communication ……………………………………………… 25-28

Standard 7 – Privacy and Dignity …………………………………………. 29-31

Standard 8 – Fluids and Nutrition …………………………………………. 32-33

Standard 9 –Mental Health, dementia and learning disability….34-40

Standard 10 – Safeguarding Adults ………………………………………. 41-46

Standard 11- Safeguarding Children ……………………………………. 47-48

Standard 12 – Basic Life Support ………………………………………… 49-50

Standard 13 – Health and Safety ………………………………………… 51-58

Standard 14 – Handling information ……………………………………... 59-60

Standard 15 – Infection prevention and control …………………… 61-63

**Aim of the Care Certificate**

To further develop your knowledge and skills to assist you in delivering evidenced based individualised care to all patients.

**What is the Care Certificate?**

The Care certificate provides clear evidence to employers, patients and people who receive care and support that you, the health or social care worker in front of them, have been trained to a specific set of standards. Its gives everyone the confidence that you have the skills, knowledge and behaviours to provide compassionate and high quality care and support.

The Care Certificate forms part of your induction and all elements of it must be successfully achieved within \*\*\*\* weeks of employment. To be awarded the care certificate you must meet all of the outcomes and assessment requirements.

**Candidate Roles and Responsibilities**

As a new Health Care Support Worker, you will be expected to:

* Attend the Induction training on your first day and the \*\*\*\*study days. You and your manager will have been informed of the dates by the Clinical Education Team when you first start.
* Complete all of the competencies and activities within the workbook. Some activities may require completion in your own time.
* Bring your workbook to study day for review of your progress by the Clinical Educator.

**If you are unable to attend the study day, queries or concerns you must contact \*\*\*\*\*\*\*\*\*\***

**You must also contact your ward / department to inform them of your absence. Failure to notify your department of any absence may be classed as absent without leave and may result in a loss of pay. It may also jeopardise your completion of the Care Certificate.**

**You can expect the Clinical Education teams for the Care Certificate to:**

* Provide guidance and support to you throughout the \*\*\*\*\*period.
* Provide guidance and support to your mentor.
* Review your progress and provide feedback.
* Provide regular visits to your workplace to assess progress.
* To verify **work produced by you** at specified points throughout the Care Certificate workbook.

Feb 2015 Acknowledgement - Education Centre University Hospitals Birmingham NHS Foundation Trust

Queen Elizabeth Hospital Birmingham, Edgbaston, Birmingham, B15 2WB

Adapted/customised D Grant & T Stevenson April 2015

 **Activities for evidencing the Care Certificate**

**Standard 1**

**Understand your Role**

**Date of assessment:………………………………………………………………**

**Name of individual being assessed:………………………………………**

**Name of assessor:……………………………………………………………………**

**Care Certificate** (Links 1.1a, 1.2c, 1.3a)

Please describe the main duties and responsibilities of your role. Why is it important that those working in a health and social care roles work within the boundaries of their job descriptions?

**Care Certificate** (Links 1.1b)

Please list the 7 core principles outlined in the Code of Conduct for Healthcare Support Workers and Adult Social Care workers

1.

2.

3.

4.

5.

6.

7.

**Care Certificate** (Links 1.1d)

When working in a health and social care setting how might you allow your own values and beliefs to influence the way you work and why is it important not to do so?

**Care Certificate** (Links 1.3b, 1.3c)

Explain your understanding of the following:-

Personal relationship

Professional relationship

Which type of relationship is acceptable in a health and social care setting and why?

**Care Certificate (Links 1.2b)**

Name the Trust Visions and Values and state how as a health care worker you would incorporate these into your role?

**Care Certificate** (Links 1.2e, 1.2f)

Discuss with your assessor the actions you would take if you identify an error has occurred and the importance of reporting any errors to the appropriate person (whistle blowing). Summarise your discussion below.

**Care Certificate** (Links 1.4a, 1.4b) During the course of your work there are many key individuals who will support you in your role. Some of whom are listed below. Briefly describe the role of each of these health care workers.

|  |  |
| --- | --- |
|  **Radiographer** |  |
|   **Physiotherapist** |  |
| **Occupational Therapist** |  |
|  **Dietician** |  |
| **Pharmacist** |  |

**Care Certificate** (Links 1.4a, 1.4b)

Why is it important that you work in partnership with others including the wider care team, patients advocates and significant others?

**Care Certificate** (Links 1.2a)

As a Health Care Worker what are your employment rights and responsibilities. Discuss this with your assessor and summarise your discussion below?

 **Activities for evidencing the Care Certificate**

**Standard 2**

**Your Personal Development**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 2.1a, 2.1b, 2.1c, 2.2e, 2.2g)

Discuss with your assessor the appraisal process within this organisation and why it is important to receive and act on any feedback received from others. Summarise your discussion below

List the sources of support that are available for your own learning and development.

Explain why continuing professional development is important

**Care Certificate (Links 2.2c)**

Describe how a learning activity has improved your knowledge skills and understanding

 **Activities for evidencing the Care Certificate**

**Standard 3**

**Duty of Care**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 3.1a, 3.1b)

Explain in your own words what is meant by the term ‘duty of care’. How does this relate to your current role?

**Care Certificate** (Links 3.2a, 3.2b, 3.2c)

Discuss with your assessor dilemmas which may arise between the duty of care and an individual’s rights. What is your role in managing such conflicts and dilemmas and what support is there available? Please summarise your discussion below.

**Care Certificate** (Links 3.3b, 3.3 c)

A relative complains to you regarding the care of their mother. Summarise how you might deal with this kind of situation and discuss this with your assessor.

Why is it important that health care employees learn from comments and complaints from patients and relatives?

**Care Certificate** (Links 3.4a, 3.4b, 3.4c)

As a Health Care Support Worker what is your role and what action would you take if you recognised that there was an adverse event, incident, error or near miss?

What legislation and agreed ways of working are there to govern adverse events, incidents, errors and near misses?

**Care Certificate** (Links 3.5a, 3.5b, 3.5c)

Discuss with your assessor some of the factors and difficult situations which may lead to conflict. Please write a short summary of your discussion below.

How would you assess and reduce risk in confrontational situations?

How can communication help to reduce the likelihood or impact of confrontation?

 **Activities for evidencing the Care Certificate**

**Standard 4**

**Equality and Diversity**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 4.1a)

Explain your understanding of the following:-

Diversity:

Equality:

Inclusion:

Discrimination:

**Care Certificate** (Links 4.1b)

Discuss with your assessor ways in which discrimination may deliberately or inadvertently occur in the work setting. Give one example of deliberate discrimination and one example of inadvertent discrimination below.

Deliberate:

Inadvertent:

**Care Certificate** (Links 4.1c, 4.2a, 4.3a, 4.3b, 4.3c)

List below any legislation’s and codes of practice which support equality and diversity and minimise the risk of discrimination.

What sources of information, advice and support are available to aid diversity, equality and inclusion, and how might you access these?

**Care Certificate (Links 4.2c)**

Discuss with your assessor a situation where an individual has been discriminated against and summarise below how you might challenge discrimination in a way that encourages change.

 **Activities for evidencing the Care Certificate**

**Standard 5**

**Work in a person centred way**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 5.1a, 5.1b, 5.1c, 7.1a, 7.1b, 7.1c, 10.2b)

What does privacy and dignity mean to you?

How could a patient’s privacy and dignity be compromised? Give some examples below.

What do you understand by the term person centred values?

How would you promote privacy, dignity and person centred values in your work?

**Care Certificate** (Links 5.2a, 5.2b)

Why is it important that we find out the history, needs and preferences of those we are caring for?

Why do we need to ensure that the care we deliver meets the ever changing needs of the patient?

**Care Certificate** (Links 5.2c)

Discuss with your assessor why as health care workers we should support patients to plan for their future, wellbeing and fulfilment including end of life care. Summarise your discussion below.

 **Activities for evidencing the Care Certificate**

**Standard 6**

**Communication**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate (Links 6.1a, 6.2a, 6.2b, 6.3a, 6.3b)**

**List the methods and styles of communication that individuals can utilise when communicating with others.**

**How can these different styles of communication assist with an individual’s communication needs, wishes and preferences?**

**What potential barriers are there to effective communication?**

**How can these barriers be overcome?**

**Care Certificate (Links 6.1c, 6.3d)**

**When communicating with others why should you ensure that you are observant and receptive to an individual’s reactions to what is being communicated? Give an example below.**

**How do you determine that the message you are communicating has been understood?**

**Where would you find information, support and services to help you communicate more effectively if required?**

**Care Certificate (Links 6.4a, 6.4b, 6.4d, 7.2c)**

**What does confidentiality mean in relation to your role?**

**What legislation is in place to govern confidentiality? What are the agreed ways of working in regards to confidentiality?**

**Where there are issues regarding confidentiality who should you ask for advice and support?**

**Care Certificate (Links 6.4c)**

**Discuss with your assessor a situation where information that would normally be considered as confidential may need to be passed on. Write a brief summary of your discussion below.**

 **Activities for evidencing the Care Certificate**

**Standard 7**

**Privacy and Dignity**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 7.3a, 7.3c, 7.4c, 7.5a 7.5b, 7.5c, 7.5d)

What is meant by informed choice?

How can Health Care Support Workers assist patients in making informed choices?

Why is it important not to allow your own personal feelings or beliefs influence the views or choices of others?

Why should you actively encourage patients to be as independent as possible and to develop their own network of friends/support within the community?

How can valuing people contribute to their own active participation in decision making?

**Care Certificate (Links 7.3d)**

Briefly describe a situation where you may need to support an individual to question or challenge decisions made about them by others

 **Activities for evidencing the Care Certificate**

**Standard 8**

 **Fluids and Nutrition**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 8.1a, 8.1b, 8.1c, 8.1d)

When handling food what food safety regulations apply and why are they so important?

Why is good nutrition and hydration so important to health and wellbeing?

What signs and symptoms may exist if someone is not receiving adequate food and hydration?

How as a Health Care Support Worker can you promote adequate nutrition and hydration?

 **Activities for evidencing the Care Certificate**

**Standard 9**

 **Awareness of mental health, dementia and learning disability**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 9.1a, 9.1b, 9.1c, 9.1d, 9.1e)

|  |
| --- |
| List how **someone may feel** if they have 1. Mental health conditions such as: 1. Psychosis
2. Depression
3. Anxiety

2. Dementia 3. Learning Disabilities  |

Explain how these conditions may influence a person’s needs in relation to the care that they may require

Explain why it is important to understand that the causes and support needs are different for people with mental health conditions, dementia and learning disabilities.

Explain how positive attitudes towards those with mental health conditions, dementia or learning disabilities will improve the care and support they receive

Describe the social model of disability and how it underpins positive attitudes towards disability and involving people in their own care.

Describe what **adjustments** might need to be made to the way care is provided if someone has

1. A mental health condition such as:

a. Psychosis

b. Depression

c. Anxiety

2. Dementia

3. Learning Disabilities

Describe how to report concerns associated with any unmet needs which may arise from mental health conditions, dementia or learning disability through agreed ways of working.

Explain why early detection of mental health needs, dementia or learning disability is important

 Give examples of how and why adjustments to care and support might need to be made when a mental health condition, dementia or learning disability is identified.

List the main requirements of legislation and policies that are designed to promote the human rights, inclusion, equal life chances and citizenship of individuals with mental health conditions, dementia or learning disabilities

Explain how the legislation and policies listed may affect the day to day experiences of individuals with mental health needs, dementia or learning disabilities and their families

Explain what is meant by the term “capacity”

Explain why it is important to assume that someone has capacity unless there is evidence that they do not

 Explain what is meant by “consent”, and how it can change according to what decisions may need to be taken.

Describe situations where an assessment of capacity might need to be undertaken and the meaning and significance of “advance statements” regarding future care.

 **Activities for evidencing the Care Certificate**

**Standard 10**

 **Safeguarding Adults**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 10.1a, 10.1b)

What is meant by the term safeguarding adults?

What is your role and responsibilities in safeguarding?

**Care Certificate** (Links 10.1c, 10.1d, 10.1e, 10.1f, 10.1g, 10.1h)

Describe below the main forms of possible abuse.

What constitutes harm?

Why might an individual be vulnerable to harm or abuse?

What constitutes restrictive practices? Give an example below.

What are the possible signs and symptoms that abuse is taking place?

**Care Certificate** (Links 10.2a, 10.2c, 10.2d, 10.2e, 10.2f, 10.3a)

How might a care environment either deliberately or inadvertently promote or undermine an individual’s rights and dignity?

How can you support others in keeping themselves safe?

What would you do if you suspected an individual is being harmed or abused in some way (whistle blowing)? What support is there available to you?

How might managing risk, focussing on prevention and having a clear complaints procedure reduce the likelihood of harm or abuse?

What are the local arrangements for the implementation of multi-agency safeguarding adults’ policies and procedures?

**Care Certificate** (Links 10.4a, 10.4b, 10.4c)

Provide a list below of the relevant legislation related to safeguarding adults.

Why is it important for information regarding safeguarding of adults to be shared amongst relevant agencies?

If you experienced any barriers in alerting or referring to relevant agencies regarding safeguarding issues what actions would you take?

 **Activities for evidencing the Care Certificate**

**Standard 11**

 **Safeguarding Children**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

Meet the national minimum training **standards** for Safeguarding Children at Level 1 as set out in “*Safeguarding Children and Young people: roles and competences for health care staff.”*

(Intercollegiate Royal College of Paediatrics and Child Health 2014)

 **Activities for evidencing the Care Certificate**

**Standard 12**

 **Basic Life Support**

***For this standard please include a copy of your BLS certificate***

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

***For this standard please include a copy of your BLS certificate***

 **Activities for evidencing the Care Certificate**

**Standard 13**

 **Health & Safety**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links to 13.1a, 13.1b)

Please list below the legislation which relates to health and safety in a health and social care setting and describe the main points of these documents.

**Care Certificate** (Links to 13.1c, 13.1e, 13.2b)

Outline below the main health and safety responsibilities of the following:-

* Self
* The employer
* Others in the work setting

How would you access additional support and information regarding health and safety?

How and when would you report health and safety risks?

**Care Certificate** (Links 13.1d)

List below some specific tasks which should not be carried out without special training.

**Care Certificate** (Links 13.1d)

List below some specific tasks which should not be carried out without special training.

**Care Certificate** (Links 13.1f, 13.4a, 13.4b, 13.4c)

List different types of accidents or sudden illnesses which may occur at work.

Describe below the procedures to follow if an accident or sudden illness occurs.

What first aid actions are you allowed to undertake as part of your role? What actions are not permissible as part of your role?

**Care Certificate** (Links 13.2a)

Why is it important to assess the health and safety risks associated with particular work settings, situations and activities?

**Care Certificate** (Links 13.3, 13.3b)

What key pieces of legislation relate to moving and handling procedures?

Which tasks relating to moving and handling should you **NOT** undertake until you have been deemed competent to do so?

**Care Certificate** (Links 13.5a, 13.5b, 13.5c)

What are the rules regarding the administration of medication and your role?

Discuss with your assessor other health care procedures you are not able to undertake until you have received further training. Summarise your discussion below.

**Care Certificate** (Links 13.6a)

What hazardous substances might you find in your workplace?

**Care Certificate** (Links 13.7a, 13.7b)

Discuss with your assessor the actions you would take in the event of a fire and how fires can be prevented from occurring. Please summarise your discussion below.

**Care Certificate**

What measures are in place to protect your security and the security of others in the workplace?

Why is it important to check the identity of those entering the premises or asking for information?

**Care Certificate** (Links 13.9a, 13.9b, 13.9c)

List the common signs and symptoms of stress below.

What circumstances can lead to stress in the workplace?

List ways of managing stress below.

 **Activities for evidencing the Care Certificate**

**Standard 14**

 **Handling Information**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 14.1a, 14.1b, 14.1c, 14.1d)

Discuss with your assessor the legislation and agreed ways of working related to the handling and storage of information. Why is it important to follow this guidance and what actions you would take if you become aware that procedures have not been followed? Summarise your discussion below:

 **Activities for evidencing the Care Certificate**

**Standard 15**

 **Infection Prevention and Control**

**Date of assessment:…………………………………………………………………..**

**Name of individual being assessed:……………………………………………….**

**Name of assessor:…………………………………………………………………….**

**Care Certificate** (Links 15.1a, 15.1c, 15.1d, 15.1e)

List below the main way’s which infection can enter the body.

How could my own health and hygiene pose a risk to those I work with?

How can I help to minimise the spread of infection?

What are the common types of personal protective clothing and equipment that can be used and how and when should they be used?

What is the procedure for safe handling of infected or soiled linen?