

THE CARE CERTIFICATE WORKBOOK



Contents

What's included in the workbook?

Introduction

STANDARD 1 **Understand your role**

STANDARD 2 **Your personal development**

STANDARD 3 **Duty of care**

STANDARD 4 **Equality and diversity**

STANDARD 5 **Person centred values**

STANDARD 6 **Communication**

STANDARD 7 **Privacy and dignity**

STANDARD 8 **Fluids and nutrition**

STANDARD 9 **Mental health, dementia and learning disabilities**

STANDARD 10 **Safeguarding adults**

STANDARD 11 **Safeguarding children**

STANDARD 12 **Basic life support**

STANDARD 13 **Health and safety**

STANDARD 14 **Handling information**

STANDARD 15 **Infection prevention and control**

Glossary

Skills for Care, Skills for Health and Health Education England would like to express their appreciation and thanks for everyone who contributed to the making of the Care Certificate workbook. With special acknowledgement and thanks to Highfield Awarding Body for Compliance who compiled this resource and were the main body of consultants for this important piece of work.

Care Certificate Workbook

Background

The Care Certificate was introduced in April 2015 and it is now the expectation of all those working as healthcare assistants and adult social care workers to undertake this learning as part of their induction programme. The Care Certificate was created as a result of the Cavendish Review which was published in July 2013. This review was part of the response to the Francis Inquiry into the failings of care at the Mid-Staffordshire NHS Trust.

The Cavendish Review found that the training and development of healthcare assistants and adult social care workers was often not consistent or good enough. Cavendish proposed that a new 'Certificate of Fundamental Care' be created to improve this and this resulted in the 'Care Certificate'. The Care Certificate covers the learning outcomes, competencies and standards of behaviour that must be expected of support workers in the health and social care sectors. It aims to make sure that you are caring, compassionate and provide quality care in your work. The certificate builds on and replaces the earlier induction programmes: Common Induction Standards (CIS) and National Minimum Training Standards (NMTS).

There are 15 standards that make up the Care Certificate. The standards take account of:

- The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England
- The Social Care Commitment, which is the social care sector's promise to provide people who need care and support with high-quality services
- The Chief Nursing Officer for England's '6Cs'. These are care, compassion, competence, communication, courage and commitment.

Who does the Care Certificate apply to?

You will be expected to undertake the Care Certificate if you are 'new staff, new to care' employed as:

- A healthcare assistant, assistant practitioner, care support worker or you support clinical roles where there is direct contact with patients
- An adult social care worker, providing direct care in residential and nursing homes or a hospice, or you are a home care worker.

Other roles may be included where achievement of all of the standards is possible. As some of these roles would be very different in health and social care it is up to the employer to decide whether the Care Certificate is appropriate. However, to be awarded the Care Certificate you must meet all of the outcomes and assessment requirements.

The Care Certificate:

- Applies across the health and social care sectors
- Portable between sectors and organisations
- Assessment of both knowledge and competence.



This means that you will cover the same learning as all the workers who undertake the Care Certificate. You will be assessed on what you know and what you do to show you understand and can carry out the standards in your role. You could use the learning towards some existing qualifications in the sector and you will be able to take your certificate with you if you move to another role in health or social care.

Teaching the Care Certificate

Your employer has a responsibility to provide and induction to ensure that you have the skills, knowledge and understanding you need to do your job. The Care Certificate may be used as part of your induction as it sets out basic skills that you will need to be competent when working in health and social care.

Each standard must be completed and assessed before you can work without direct supervision in any setting. This should happen at the beginning of your employment and can be done in a phased way. As you meet each individual standard, you could be allowed to work without direct supervision against that standard.

The Care Certificate is not a replacement for the induction and training which is specific to the job you are employed to do and the employer you work for.



After completing the Care Certificate

The Care Certificate is not a licence to practice. It could provide evidence towards some regulated qualifications and apprenticeships in health or social care.

It is your employer's responsibility for awarding the Care Certificate to you. Whilst your employer should record your achievement, they should also provide you with a certificate. It is recommended that you keep the certificate as evidence of completion, as well as any additional documentation you believe would be beneficial to other employers. This will help avoid the need to repeat learning if you move to other health and social care roles, though periodic refreshers on some content may always be required.

This workbook

The workbook covers what you need to know and understand for each standard in the Care Certificate. It has questions and activities for you to complete to show that you have understood the information and how it applies to your work. Your employer may adapt the activities to make them relevant to your work. Your assessor will use your answers to decide whether you have the knowledge to meet that standard. Your employer will then need to assess your competence around some parts of the Care Certificate, where needed in the standard, by observing you in your workplace. It is important that this is undertaken before you are expected to work alone on the tasks being assessed.

Once all parts of the practical assessment are achieved and the assessor is satisfied you have the knowledge required for each standard, you will be awarded the Care Certificate.

What now?

Make a plan with your manager or assessor to achieve the Care Certificate.

Agree when you will begin.

NAME:

JOB ROLE/JOB TITLE:

EMPLOYER:

LINE MANAGER:

DATE	STANDARD	KNOWLEDGE COMPLETE	OBSERVATION COMPLETE	DATE COMPLETED

- For more information on the Care Certificate, go to www.skillsforcare.org.uk