



## **Overall goal of the Care Certificate**

The introduction of the Care Certificate will provide clear evidence to employers, patients and people who receive care and support that the health or social care support worker in front of them has been assessed against a specific set of standards and has demonstrated they have the skills, knowledge and behaviours to ensure that they provide compassionate and high quality care and support.

These standards cover the areas that are common to both these workforces and meet the legal requirement for providers of regulated activities to ensure that their staff are suitably trained. The approach used to deliver the learning required to meet the outcomes of the Care Certificate Framework and ensuring that there is a record of the assessment decisions that is auditable would be determined by the individual employer.

## **The Care Certificate Standards**

The Care certificate standards are:

### **1. Understand Your Role**

- Understand your own role
- Work in ways that have been agreed with your employer
- Understand working relationships in health and social care
- Work in partnership with others

### **2. Your Personal Development**

- Agree a personal development plan
- Develop your knowledge skills and understanding

### **3. Duty of Care**

- Understand how duty of care contributes to safe practice
- Understand the support available for addressing dilemmas that may arise about duty of care
- Deal with compliments and complaints
- Deal with incidents, errors and near misses
- Deal with confrontation and difficult situations

### **4. Equality and Diversity**

- Understand the importance of equality and inclusion
- Work in an inclusive way
- Access information, advice and support about diversity, equality and inclusion

#### 5. Work in a Person Centred Way

- Understand person centred values
- Understand working in a person centred way
- Demonstrate awareness of the individuals immediate environment and make changes to address factors that may be causing discomfort or distress
- Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals.
- Support individuals to minimise pain or discomfort
- Support the individual to maintain their identity and self esteem
- Support the individual using person centred values

#### 6. Communication

- Understand the importance of effective communication at work
- Understand how to meet the communication and language needs, wishes and preferences of individuals
- Understand how to promote effective communication
- Understand the principles and practices relating to confidentiality
- Use appropriate verbal and non-verbal communication
- Support the use of appropriate communication aids/ technologies

#### 7. Privacy and Dignity

- Understand the principles that underpin privacy and dignity in care
- Maintain the privacy and dignity of the individuals in their care
- Support an individual's right to make choices
- Support individuals in making choices about their care
- Understand how to support active participation
- Support the individual in active participation in their own care

#### 8. Fluids and Nutrition

- Understand the principles of hydration, nutrition and food safety
- Support individuals to have access to fluids in accordance with their plan of care
- Support individuals to have access to food and nutrition in accordance with their plan of care

#### 9. Awareness of Mental Health, Dementia and Learning Disability

- Understand the needs and experiences of people with mental health conditions, dementia or learning disabilities
- Understand the importance of promoting positive health and wellbeing for an individual who may have a mental health condition, dementia or learning disability
- Understand the adjustments which may be necessary in care delivery relating to an individual who may have a mental health condition, dementia or learning disability
- Understand the importance of early detection of mental health conditions, dementia and learning disabilities
- Understand legal frameworks, policy and guidelines relating to mental health conditions, dementia and learning disabilities
- Understand the meaning of mental capacity in relation to how care is provided

#### 10. Safeguarding Adults

- Understand the principles of safeguarding adults

- Reduce the likelihood of abuse
- Respond to suspected or disclosed abuse
- Protect people from harm and abuse locally and nationally

#### 11. Safeguarding Children

- Safeguard children

#### 12. Basic Life Support

- Provide basic life support

#### 13. Health and Safety

- Understand your own responsibilities and the responsibilities of others relating to health and safety in the work setting
- Understand risk assessment
- Move and assist safely
- Understand procedures for responding to accidents and sudden illness
- Understand medication and healthcare tasks
- Handle hazardous substances
- Promote fire safety
- Work securely
- Manage stress

#### 14. Handling Information

- Handle information

#### 15. Infection Prevention and Control

- Prevent the spread of infection

The Care Certificate is a key component of the overall induction which an employer must provide, legally and in order to meet the essential standards set out by the Care Quality Commission.

The Care Certificate is the start of the career journey for these staff groups and is only one element of the training and education that will make them ready to practice within their specific workplace.

The Care Certificate does not replace employer induction specific to the workplace in which practice will take place, nor will it focus on the specific skills and knowledge needed for a specific setting.

Learners will be expected to attend all planned training sessions and complete designated homework prior to completion of the course, there will also be a written test and successful candidates will need to achieve an 80% pass mark.

Learners will be provided with all learning materials and certification upon completion.

The Care Certificate is based on the standards set by Health Education England, Skills for Care and Skills for Health.