

The Care Certificate

STANDARD 1: UNDERSTAND YOUR ROLE

1.1 Understand Your Own Role

1.1a Describe your main duties and responsibilities.

The way in which you perform your role can have a major impact on a person's wellbeing and how they experience the services they need. As a professional worker you have a range of duties and responsibilities. Primarily you are responsible for delivering a quality service to the individuals you are supporting, working in ways expected by your employer. All employers will provide a detailed job description to enable you to perform your main duties and responsibilities effectively and competently following your induction. It is your responsibility to be familiar with your job role and job description.

1.1b List the standards and codes of conduct and practice that relate to your role.

You make a valuable and important contribution to the delivery of high quality care and support by following agreed guidelines, policies and procedures, mandatory standards and codes of conduct relating to your role. Your responsibilities are outlined in the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. **It is important that you read and understand your copy**

The Code of Conduct.

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 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.

What is in the Care Certificate standards?

There are 15 Care Certificate Standards:

Standard 1: Understand Your Role

Standard 2: Your Personal Development

Standard 3: Duty of Care



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- Standard 4: Equality and Diversity
- Standard 5: Work in a Person Centred Way
- Standard 6: Communication
- Standard 7: Privacy and Dignity
- Standard 8: Fluids and Nutrition
- Standard 9: Awareness of Mental Health, Dementia and Learning Disability
- Standard 10: Safeguarding Adults
- Standard 11: Safeguarding Children
- Standard 12: Basic Life Support
- Standard 13: Health & Safety
- Standard 14: Handling Information
- Standard 15: Infection Prevention and Control.

1.1c Demonstrate that you are working in accordance with agreed ways of working with your employer.

See observation log.

“Agreed ways of working” = policies and procedures and best practice as identified by your employer.

1.1d Explain how your previous experience, attitudes and beliefs may affect the way you work.

It is important firstly to understand how we have acquired our values, belief systems and attitudes and previous work experiences, whether positive or negative and how they may affect the way you work. It is also important that you understand how people react to you and the way your beliefs and values influence other people.

One of the hardest things to do is to acknowledge your own prejudices and how they affect what you do. Prejudices are a result of your own beliefs and values, and may often come into conflict with work situations. There is nothing wrong with having your own beliefs and values – everyone has them, and they are a vital part of making you the person you are. But you must be aware of them, and how they may affect what you do at work.

Think about the basic principles that apply in your life. For examples, you may have a basic belief that people should always be honest. Then think about what that could mean for the way you work – might you find it hard to be pleasant to someone who was found to have lied extensively? You may believe that abortion is wrong. Could you deal sympathetically with a woman who had had an abortion? You may have been brought up to take great care of people with disabilities and believe that they should be looked after and protected. How would you cope in an environment which encourage people with disabilities to take risks and promotes their independence?

Exploring your own behaviour is never easy, and you need good support from either your supervisor or close friends to do it. You may be upset by what you find out about some of your attitudes, but knowing about them and acknowledging them is the first step to doing something about them.



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It is easier to ensure that you are practising effectively if you are confident that you have looked at your own practice and the attitudes that underpin it. Don't forget that you can ask for feedback from service users and colleagues too, not only from your supervisor.

1.2 Work in ways that have been agreed with your employer

1.2a Describe your employment rights and responsibilities.

- Your employer will have identified what your roles and responsibilities are to be in your job description.
- Within your employee handbook your employer will detail your contractual employment rights
- Your organisation's policies will cover all the key areas of practice such as: Equal Opportunities; Confidentiality; Data Protection; Supervision & Appraisal; Environmental Policy and Bullying and Harassment etc.

1.2b. List the aims, objectives and values of the service in which you work

You need to be aware of the aims and objectives and values of the service in which you work. Your organisation will have their own set of values for the service provided. Look for your organisation's mission statement, which should be displayed in a convenient place to highlight the values of your setting. Read these and reflect on how you will support these values in your role.

1.2c. Explain why it is important to work in ways that are agreed with your employer.

During your induction period you will learn about your organisation. You will be introduced to its policies and procedures. Ask your manager where these are if you don't already have a copy.

Policies and procedures are written to benefit you, the worker, the individual in your care and the organisation. Find time to read them as they will guide and affect the way you do your job. Everything you do in your work role will be governed by policies and procedures and it is important you understand why these policies and procedures must be followed at all times. Your employer will also have identified best practice within the organisation, and this is as important as policies and procedures.

1.2d Demonstrate how to access full and up to date details of agreed ways of working that are relevant to your role

See observation log.

1.2e Explain how and when to escalate any concerns they might have (Whistleblowing)



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Reporting concerns about practice in your workplace is known as “whistle-blowing” and it is unlawful for you to be victimised for doing this. An Act of Parliament protects you – it is called the Public Interest Disclosure Act (1998). It encourages people to “blow the whistle” about malpractice in the workplace and is designed to ensure that organisations respond by acting on the message rather than punishing the messenger. It is important that you know the details of your organisation’s “whistle-blowing” policy.

The Act applies to employees reporting crime, civil offences (including negligence, breach of contract, etc.), miscarriage of justice, danger to health and safety or the environment, and the covering up of any of these. It applies whether or not the information is confidential, and extends to malpractice occurring in the UK and any other country or territory.

In addition to employees, it covers trainees, agency staff, contractors, home workers and every professional in the NHS. The Act means that your employer cannot take any action to victimise you because you have reported genuine concerns.

1.2f Explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person.

During both your induction period and unsupervised role there are going to be aspects of your role and responsibilities when errors of judgement and practice will occur. When such errors do occur it is vitally important that you immediately report them to your line manager/supervisor to ensure the safeguarding of the service user and to provide support and further training as required for the worker to prevent it happening again.

1.3 Understand working relationships in health and social care

1.3a Describe your responsibilities to the individuals you support

You will have been given your job description which will provide details of the responsibilities you will have to provide safe and appropriate support to individuals in your care.

However, as a professional working in a healthcare or support setting, the relationships that you form with individuals and work colleagues are essential to provide an effective service. You will need to make use of all the communication skills that you learn in this induction, to enable you to develop a relationship which will enable individuals to feel valued, respected and are treated with dignity. Your role must provide support and most importantly empower the individual to become as independent as possible. Supporting and recognising achievement of the individual is a most rewarding aspect of being a professional worker.

Relationships

Being able to develop effective working relationship with individuals is an essential skill for a professional care worker. Making a working relationship with an individual is about using all your communication skills, but it also means establishing a two-way process and making a connection with the other person. We all experience many types of relationships, and you need to understand what makes them work so that you can make meaningful relationships with the individuals you work with.

1.3b Explain how a working relationship is different from a personal relationship



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Most people have a wide range of relationships with different people in different aspects of their life, ranging from family to work colleagues. Each of the different types of relationship is important and plays a valuable role in contributing to the overall wellbeing of each of us as individuals. It is also important to know the limit of your relationships and how it differs from other relationships.

The needs and demands of different types of relationships are varied, as are the effects that relationships can have on individuals' views of themselves and the confidence with which they deal with the world.

1.3c Describe different working relationships in health and social care settings.

You will be employed as part of a working team who will have different work roles and responsibilities. This may be the first time you have worked in a team with other colleagues or it may be that you have moved to a new team that will function differently from the last place you have worked. Each team is different and takes time to work well and tend to go through various stages as they settle down and every time a new member arrives.

Professional caring relationships

As a professional working in a care setting, the relationships you form with service and work colleagues are essential to providing an effective service. You will need to make use of all the communication skills you have learned in order to develop relationships which make service users feel valued as individuals, respected and treated with dignity. The caring relationship must provide support and, most importantly, should empower the individual to become as independent as possible. Working relationships with colleagues should be based on a professional respect for the skills and work of others, and consideration for the demands that work roles place on others. Workloads and responsibility should be shared as appropriate, and so should information and knowledge, where this does not conflict with the principles of confidentiality.

The government is concerned that service users should be treated as individuals. The Department of Health has established a National Service Framework for Older People. This is a 10-year programme aimed at improving the delivery of health and care services for older people. Standard 2 of this framework is entitled "Person-centred care", and it stresses the importance of choice, respect and dignity in meeting the needs of service users.

1.4 Work in partnership with others

1.4a Explain why it is important to work in teams and in partnership with others

You will meet new colleagues and be expected to work in partnership with other professionals. GPs, Social Workers, other agencies, family and friends of the individuals who use the service in order that a holistic approach to the care delivery is shared.

1.4b Explain why it is important to work in partnership with key people, advocates and others significant to an individual



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Within your role you will work with:

- Unpaid carers – who provide unpaid support to a relative, friend, partner etc.
- Significant others - anyone who is 'significant' to the individual you are supporting e.g. their partner, their children, a neighbour, their best friend, a priest, a guide dog.
- Advocates - an advocate is a person who supports an individual and helps them to explain and say what they want when they are unable to do so themselves. The advocate helps to ensure that the individual's views are heard so that concerns or problems can be dealt with appropriately.
- Key people – health and social care workers, GPs, OT's, key workers, volunteers, people who play a significant part in supporting the individual in their daily lives.

The above list is not exhaustive but gives an indication of the type of roles you will interact with on a day to day basis. These roles are important because they form part of the circle of support available to all users of the services. These roles will vary in their importance dependant on the needs of the user of services and their capacity to make their own decisions.

1.4c Demonstrate behaviours, attitudes and ways of working that can help improve partnership working.

See observation log.

There are certain steps that will help to ensure that any partnership is able to work effectively.

- Good communication
- Respecting and valuing the work of others
- Making clear decisions
- Retaining professional boundaries
- Ability to deal with conflict in a constructive manner

1.4d Demonstrate how and when to access support and advice about:

* **Partnership working**

* **resolving conflicts**

See observation log.

Your manager or supervisor is your first line of support for partnership working. Your organisation may have set policies and procedures for setting up and working in a partnership. If so, these will need to be followed.