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HEALTHCARE RECRUITMENT CHAMPIONS

## **The Care Certificate**

### **STANDARD 2: YOUR PERSONAL DEVELOPMENT**

#### **2.1 Agree a personal development plan**

##### **2.1a Identify sources of support for your own learning and development.**

- Care Certificate
- Senior staff/mentoring
- Policies and procedures
- Further training – in house and external training providers
- Manager

##### **2.1b Describe the process for agreeing a personal development plan and who should be involved.**

After your induction period, you should have supervision at least every 2 months. You can of course ask for supervision at any time, if you feel you need to discuss some aspect of your work in a formal meeting.

Supervision should not be just a 'chat', but a way to benefit you and your work, it should be structured and you can bring an agenda and receive a copy of what had been discussed. This is important in improving the quality of the service that both you and your organisation deliver.

When you have nearly completed your 12 week induction period, you will need to discuss your ongoing continuing professional development (CPD) with your supervisor. This includes: what further learning you need to do to support the individuals you are caring for? What qualifications you can expect to gain with your organisation? There may be some mandatory training you still need to do such as: food hygiene, health and safety, infection control, safeguarding adults or communication.

You must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills. You need to be aware of what training is required and ensure you keep yourself updated.

##### **2.1c Explain why feedback from others is important in helping to develop and improve the way you work.**

Feedback is an important part of your learning and development. It may be formal feedback from your supervision where strengths have been recognised and discussed along with areas of improvement. From this feedback you can identify specific training or learning needs which will support your practice.

Feedback may also be informal from colleagues. This is an opportunity to learn from their knowledge and experience. It is useful to reflect back on why and how you did things and compare it with feedback from



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others. Talking to colleagues and supervisors about mistakes or things done well can help you to deliver the best possible service to the individual.

### 2.1d Contribute to drawing up your own personal development plan

See observation log.

In order to make a contribution to your own personal development, you must own the process by being able to reflect and learn from your experiences, good or bad. It often difficult to find a starting place but one of the best ways to start is to think about your own personal effectiveness. To help you get started, think about:

1. Self-awareness
2. Time Management
3. Stress Management
4. Assertiveness
5. Supervision
6. Continuous Professional Development

Then think about the qualities or skills that you bring to those six areas above.

Qualities		Skills	
Achiever	Leader	Accuracy	I.T. Literate
Active	Mediator	Analytical	Integrity
Ambitious	Organised	Thorough	Patient
Consistent	Persuasive	Delegating	
Curious	Practical	Problem Solver	
Diplomatic	Proactive	Negotiator	
Easy Going	Responsible	Persuader	
Enterprising	Sensible	Strategic Thinker	
Enthusiastic	Trustworthy	Initiator	
Focused	Warm	Team-worker	
Genuine		Creator	
Industrious		Time Management	

This will help in beginning to understand your contribution to your own personal development. A reflective model of supervision encompasses all of the six areas and should be an enabling tool which assists in identifying areas for improvement.



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**2.1e Demonstrate how to record the progress you make in relation to your personal development plan.**

See observation log.

**2.2 Develop your knowledge, skills and understanding**

**2.2a Describe the functional level of literacy, numeracy and communication skills necessary to carry out your role.**

Literacy, numeracy and communication skills are essential for your work as a care or support worker. Having a functional level of skills will enable you to operate confidently and effectively. It is important that you understand the ways available to assess your current level of literacy, numeracy and communication. Your employer may have arranged this as part of the recruitment process or an outside organisation may come and assess these skills. This will be done by a skill scan and or an initial assessment which can be paper based or on line.

**2.2b Explain how to check your current level of literacy, numeracy and communication skills.**

Websites such as <http://www.excellencegateway.org.uk/about/> enable you to individually go through a quick assessment that will identify your skill level. It will also provide information on the next step to improve your skills.

Discuss with your manager development routes on the Careskills base website: [www.scie-careskillsbase.org.uk](http://www.scie-careskillsbase.org.uk) these are practical free resources for all care employees.

**2.2c Describe how a learning activity has improved your own knowledge, skills and understanding.**

E.g. Shadowing

**2.2d Describe how reflecting on a situation has improved your own knowledge, skills and understanding.**

Supervision

**2.2e Describe how feedback from others has developed your own knowledge, skills and understanding.**

You will also need to be prepared to receive feedback from your supervisor. While feedback is likely to be given in a positive way, this does not mean that it will be uncritical. If you are aware that you are likely to have difficulty accepting criticism, try to prepare yourself to view feedback from your supervisor as valuable



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and useful information that can add to your ability to reflect effectively on the work you are doing and developed your knowledge, skills and understanding.

#### **2.2f Demonstrate how to measure your own knowledge, performance and understanding against relevant standards.**

See observation log.

#### **2.2g List the learning opportunities available to you and how you can use them to improve the way you work.**

Everything you do at work is part of a process of learning. Even regular tasks are likely to be important for learning because there is always something new each time you do them. A simple task like taking a hot drink to an individual may result in a lesson – if, for example, you find that they do not want tea, but would prefer coffee this morning, thank you! You will have learned a valuable lesson about never making assumptions that everything will be the same.

Learning from working is also about using the huge amount of skills and experience which your colleagues and supervisor will have. Not only does this mean they will be able to pass on knowledge and advice to you, but you have the perfect opportunity to discuss ideas and talk about day-to-day practice in the service you are delivering.

Also work issues/ideas can be discussed in the course of hand-over meetings or team meetings, and other day-to-day activities. Use supervision time or quiet periods to discuss situations which have arisen, problems you will have come across or new approaches you have noticed other colleagues using.

#### **Checklist for evaluating your practice**

- How did I approach my work
- Was my approach positive
- How did my practice affect the individual
- How did my practice affect my colleagues
- Did I give my work 100%
- Which was the best aspect of the work I did
- Was the work the best I could do
- Are there any areas that need improving
- What are they and how can I improve

#### **Checklist for evaluating learning**

- Did I do any preparation and how did that help my learning experience
- What did I contribute to the session
- What did I learn from the session



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- How can I relate what I learnt to my work practice
- How has it changed the way I work
- How have individuals and colleagues benefited from my learning
- Is there further learning required
- Who do I need to discuss this with

### **2.2h demonstrate how to record progress in relation to your personal development.**

See observation log.

### **2.2i Explain why continuing professional development is important.**

Continuing professional development is to do with developing the qualities and skills that are necessary for the workplace. Examples are; team work, the ability to communicate with different types of people, time management, organisation skills, problem-solving, decision making and of course the skills specific to the job.

Continuing professional development involves regularly updating the skills you need for work. You can achieve this by attending training sessions both on and off the job, and making the most of opportunities you have for training by careful planning and preparation. It is important for you to develop in your role.

It is also important because unless there is a good continuous professional development process in place, it would not be possible to meet the individual's care needs. New practice comes into play quite often within the health and social care sector, with many changes seeming now to be an ongoing part of the job. Continuous professional development ensures that all staff are able to deliver the right service for the individual.