



**teamlocum**

HEALTHCARE RECRUITMENT CHAMPIONS

## **The Care Certificate**

### **STANDARD 5 WORK IN A PERSON CENTRED WAY**

In April 2015 the Health and Social Care Act 2008 (Regulations 2014) came into practice. These regulations made person centred services the core of the assessment and care planning process.

#### **5.1 Understand person centred values**

##### **5.1a Describe how to put person-centred values into practice in your day-to-day work**

The values that underpin your work have an impact on your day-to-day role and responsibilities. All the tasks for which you may provide support, including personal care, preparing meals, and enabling individuals to be independent will be done better if you take person-centred values into account.

Person-centred values include:

- treating people as individuals
- supporting people to access their rights
- supporting people to exercise choice
- making sure people have privacy
- supporting people to be independent/self-care
- treating people with dignity and respect
- recognising that working with people is a partnership rather than a relationship controlled by professionals.

##### **5.1b Describe why it is important to work in a way that promotes person-centred values when providing support to individuals.**

The person-centred plan is directed by the individual. By focusing on a person's strengths and recognising the issues of the moment it becomes a document which fully reflects the needs and preferences of the individual. Following this plan of care or support promotes respect and the dignity of the individual.

##### **5.1c List ways that promote dignity in your day-to-day work**

Everyone is entitled to be treated with dignity; this includes all aspects of life, such as:

- Being called by your preferred name
- Being given choices
- Being supported to make your own decisions
- Being given privacy
- Being listened to



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HEALTHCARE RECRUITMENT CHAMPIONS

The Care Certificate

## **5.2 Understand working in a person-centred way**

### **5.2a Describe the importance of finding out the history, preferences, wishes and needs of the individual**

To produce and deliver a person-centred plan of care, it is essential to have a full clear initial assessment to find out the person's history, preferences, needs and wishes. This will include physical, emotional, social, spiritual, communication and care needs.

The plan of care devised from this initial assessment will be agreed and signed by the individual and family involved. It must be in a format that everyone can understand such as large print, pictorial or Easy Read

### **5.2b Explain why the changing needs of an individual must be reflected in their care and/or support plan.**

The individual's plan of care will be reviewed on a regular basis to take into consideration the changes in the person's needs or condition. You will play an important role in recording and reporting changing needs and support in their plan of care. As the plan changes there will often be a change in how you deliver the care to meet the changing needs of the individual.

### **5.2c Explain the importance of supporting individuals to plan for their future wellbeing and fulfilment, including end-of-life care.**

The plan of care also includes future wellbeing and fulfilment including end-of-life care where appropriate.

Wellbeing is:

- A sense of hope
- Confidence
- Self-esteem
- Ability to communicate needs
- Ability to make contact with others
- Ability to show warmth and affection
- Experience and sharing pleasure or enjoyment

By listening to the individual and understanding what they would like or need enables you to assist them in reaching their goals. The information must be shared with your colleagues and seniors to enable it to be incorporated in to their care or support plans.

### **Advance Care Planning (ACP)**

One of the elements to support people at the end of their lives is to find out what their preferences are in relation to their future care. ACP is a voluntary process of discussion between an individual and their care providers, irrespective of who they are. If the individual wishes, their family and friends may be included in the discussions. With the individual's agreement, this discussion should be recorded, regularly reviewed and communicated to the key person involved in their care.



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HEALTHCARE RECRUITMENT CHAMPIONS

The Care Certificate

**5.3 Demonstrate awareness of the individual's immediate environment and make changes to address factors that may be causing discomfort or distress**

**5.3a Take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress. This could include:**

See Observation Log.

- **Lighting**
- **Noise**
- **Temperature**
- **Unpleasant odours**

See observation log.

**5.3b Report any concerns you have to the relevant person. This could include:**

- **Senior member of staff**
- **Carer**
- **Family member**

See Observation Log.

To achieve this outcome and assessment criteria you will be observed in the workplace as part of your normal duties. However the opportunity for you to demonstrate this during your induction period may not arise. Therefore the use of simulation/role play using scenarios is permitted.

**5.4 Make others aware of any actions you may be undertaking that are causing discomfort or distress to individuals**

**5.4a Raise any concerns directly with the individual concerned**

Using appropriate and effective communication skills, you will need to convey to others that the actions you may be undertaking may cause some discomfort or distress. For example the individual may experience pain when you are helping them to get into a bath

**5.4b Raise any concern with your supervisor/manager**

See Observation Log.

**5.4c Raise any concerns via other channels or systems e.g. at team meetings.**

See Observation Log.



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HEALTHCARE RECRUITMENT CHAMPIONS

### The Care Certificate

To achieve both of these outcomes and assessment criteria, you will be observed in the workplace as part of your normal work duties. However the opportunity for you to demonstrate this during your induction period may not arise. Therefore the use of simulation/role play using scenarios is permitted.

#### **5.5 Support individuals to minimise pain or discomfort**

##### **5.5a Check where individuals have restricted movement or mobility that they are comfortable.**

See Observation Log.

##### **5.5b Recognise the signs that an individual is in pain or discomfort.**

This could include:

- **Verbal reporting from the individual**
- **Non-verbal communication such as facial expression, limited movement, and holding a certain part of the body**
- **Changes in behaviour such as becoming withdrawn and quiet or angry and confrontational**

See Observation Log.

##### **5.5c Take appropriate action where there is pain or discomfort. This could include:**

- **Asking the individual if they are in pain**
- **Repositioning**
- **Reporting to a more senior member of staff**
- **Giving prescribed pain relief medication**
- **Checking that equipment or medical devices are working properly or in the correct position e.g wheelchairs, prosthetics, catheter tubes.**

See Observation Log.

##### **5.5d Remove or minimise environmental factors causing pain or discomfort. These could include:**

- **Wet or soiled clothing or bed linen**
- **Poorly positioned lighting**
- **Noise**

See Observation Log.

To achieve these outcomes and assessment criteria you will be observed in the workplace as part of your normal work duties.

#### **5.6 Support the individual to maintain their identity and self-esteem**

##### **5.6a Explain how individual identity and self-esteem are linked to emotional and spiritual wellbeing.**



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HEALTHCARE RECRUITMENT CHAMPIONS

### The Care Certificate

Individuals who are unable to exercise choice and control may soon suffer lower self-esteem and lose confidence in their own abilities. This means that they become convinced that they are unable to do many tasks for themselves and need help in their day-to-day activities. This can lead to a chain of events that leads to them becoming dependent. One of the important aspects in your job is making sure that people are able to make choices and take control over as much of their lives as possible. This is called empowerment which simply means doing everything you can to give people the power to make their own decisions and choices. When people are empowered their emotional and spiritual wellbeing improves.

#### **5.6b Demonstrate that your own attitudes and behaviours promote emotional and spiritual wellbeing.**

See Observation Log.

#### **5.6c Support and encourage individuals own sense of identity and self-esteem.**

See Observation Log.

#### **5.6d Report any concerns about the individuals emotional and spiritual wellbeing to the appropriate person**

**This could include:**

- Senior member of staff
- Carer
- Family member

See Observation Log.

To achieve all 3 outcomes and assessment criteria you will be observed in the workplace as part of your normal work duties. However the opportunity for you to demonstrate these during your induction period may not arise. Therefore the use of simulation/role play using scenarios is permitted.

#### **5.7 Support the individual using person-centred values**

##### **5.7a Demonstrate that your actions promote person centred values including:**

- |                 |           |
|-----------------|-----------|
| • Individuality | • Choice  |
| • Independence  | • Dignity |
| • Privacy       | • Respect |
| • Partnership   | • Rights  |

See Observation Log.

To achieve this outcome and assessment criteria you will be observed in your workplace as part of your normal work duties.