

Care certificate standards resource:  
Care certificate knowledge criteria workbook

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Surname:

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Company:

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Please complete the above, in the blocks provided, as clearly as possible.

Completing the details in full will ensure that your certificate bears the correct spelling and date.

The date should be the day you finish & must be written in the DD/MM/YYYY format.

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## Introduction.

All new starters will need to complete the care certificate standards and during this time will need to be closely supervised at work.

The aim of the care certificate standards is to ensure the learner has a foundation of knowledge and skills that they can build on throughout their career.

Throughout our resources to support those working with the care certificate standards, we refer to those completing the standards as learners.

There is no set way to meet the standards, so no two learners will have the same evidence. Some of the criteria will need to be met through observation of work practice. These are known as performance criteria. Other criteria may be met through the use of the Redcrier manuals and knowledge criteria workbook, or by using the resources on the Skills for Care website, or a mixture of both if you prefer. You can also use questioning of the learner as long as you record their answers so the evidence can be referenced. Learners can also produce material for a presentation to evidence knowledge criteria. As long as they meet the criteria, their evidence will be acceptable.

Redcrier have put together some resources to support completion of the care certificate. These resources can also be used with the Redcrier manuals, or in conjunction with the Skills for Care resources available on their website.

Our resources are as follows:

- Guidance for the care certificate workplace assessor.
- Mapping the Redcrier manuals to the knowledge criteria.
- Assessment sheet.
- Care certificate knowledge criteria workbook.
- Care certificate criteria record.
- Care certificate training matrix.
- Personal development plan.

## Care certificate knowledge criteria workbook.

The learner can use this workbook to record their answers to the knowledge criteria which then can be mapped in the Care Certificate Criteria Record.

Once all of the criteria have been met, certificates can be downloaded from the Skills for Care website. These are the official certificates for the care certificate, so Redcrier will not be producing their own. It is important that you keep the evidence for all of the criteria met as this may need to be produced to bodies such as the CQC.



### Information to help with workbook criteria.

The information included in this manual will help you to understand what you need to know to meet the knowledge criteria of the care certificate standards. We provide information, and give ideas of further reading that will help you to understand the issues involved.

Parts of the process involve information that is personal to you and your workplace, we can't cover this for you but we do provide the means for recording evidence of your development.

You will do best if you learn in a way that suits you, apart from using this manual you could:

- Talk to and watch colleagues.
- Do research on the internet – useful sites are referred to throughout.
- Read your workplace policies and procedures and other important information provided by your employer.



## Standard One: Understand your role

### 1.1 Understand your role.

It is important that you understand your role within your workplace.

Your contract and job description will help you to answer 1.1a. In order to meet 1.1b you need to know the standards you should work to and the codes of conduct and practice relevant to your work role.

These are identified as the Care Certificate standards of which there are fifteen and the Code of Conduct for Health Care Support Workers (HCSW) and Adult Social Care Workers (ASCW) in England. You may also find the Social Care Commitment document useful. All of these documents can be found on the skills for care website [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

**1.1a** Describe your main duties and responsibilities.

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



Reflective practice is a way of assessing what has been done and deciding how it might be done better in the future. After carrying out a task or dealing with a new situation it may be helpful to spend some time thinking about what you did and deciding whether you acted correctly or whether you need advice, training or other support to improve your abilities.

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

### **1.2 Work in ways that have been agreed with your employer.**

All care settings are governed by the same legislation e.g. Health and Safety at Work Act 1974 and monitored in the same way, for example by the Care Quality Commission or the Care and Social Services Inspectorate Wales. However, the actual working methods of individual companies and line managers will be different.

Find out what your workplace working methods are, by looking at your workplace procedures, employee handbook, workplace policies and talking to your line manager.

**1.2a** Describe your employment rights and responsibilities.



## Care certificate resource

Your workplace should have a statement of aims objectives and values. Alternatively talk to your line manager or senior.

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

Find out what your workplace working methods are, by looking at your workplace procedures, employee handbook, workplace policies and talking to your line manager.

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

Look at your workplace policy and procedures for whistleblowing and find out your responsibilities and what you must do if you have concerns.

**1.2e** Explain how and when to escalate any concerns you might have, whistleblowing.



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

### **1.3 Understand working relationships in health and social care.**

There is nothing wrong with developing relationships with individual clients, you must however always be professional in your actions and ensure that you care for each individual according to their needs and do not 'play favourites'.

In your role as a care / support worker you may come to mean a great deal to some of your clients, they may regard you as a friend, surrogate child or parent. It is important that you do not take advantage of this attachment and that you protect your clients from harm. Your home will probably have policies on issues such as receiving gifts from clients; ask your manager to explain these or show them to you.

**1.3a** Describe your responsibilities to the individuals you support.





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

Your relationships with your clients will be different to your relationships with colleagues, friends and family. It is necessary that you build good relationships based on mutual trust and respect. You need to be able to work in partnership with your clients to meet their needs appropriately. Work relationships will be different from relationships with friends and family and you will probably have a different relationship with your work colleagues to the relationship you have with your manager or with your clients. Think about what these differences are.

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



## 1.4 Work in partnership with others.

To be a good care / support worker you must be able to work as part of a team, there will be many people involved in caring for your clients, and it is in their best interests for you to develop good working relationships. Don't forget that your clients are also part of the team and they must be able to contribute to all discussions about how their care will be provided.

Your clients may be put at risk if you don't communicate with others involved in their care as you may need information or you may know things that need to be passed on.

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

The clients you are working with may have other people who are involved in their care. These are key people to that client. Everybody involved in that clients care need to work together to ensure all of the client's needs are being met in the most effective way.

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



Care certificate resource

The evidence required for the care certificate is now complete and the learner has been certificated accordingly.

Learner signature:

[Signature line]

Print name:

[Date grid]

Date:

Assessor signature:

[Signature line]

Print name:

[Date grid]

Date:

