

The Care Worker

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**Please complete the above, in the blocks provided, as clearly as possible.
The date should be the day you finish & must be written in the DD/MM/YYYY format.**

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N.B: We are aware that official practice is to use the terms “service users” or “people using this service” to describe those receiving care. We prefer the term “client” and use it throughout our training package.

Key:



worksheet



important



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Learning outcomes.

- Understand the role of the care worker.
- Understand why professional boundaries are important.
- Identify the need for risk assessments.
- Explain how effective communication affects all aspects of your work.
- Identify the importance of care planning.
- Understand what is meant by a duty of care.
- Explain the importance of personal development.

Fundamental standards.

The fundamental standards are the standards by which CQC will inspect social care. The standards are based on the regulations from the Care Act 2014 and CQC have changed the focus for the purposes of inspection.

The fundamental standards are those standards that no care setting must fall below.

The standards are based on five areas as follows:

Safe.	People are protected from abuse and avoidable harm.
Effective.	People's care, treatment and support show quality of life and promote good outcomes, and providers should show evidence to prove it.
Caring.	Care should be person centred involving dignity and respect, and compassion.
Responsive.	Following correct working procedures as agreed by your workplace and as set out in the client's care plan.
Well led.	Management leadership and governance should ensure all of the above happens. Staff training should be recognised and openness and fairness be apparent.

These areas are known as key lines of enquiry or KLOES. Each KLOE has a set of criteria which CQC use to check whether the fundamental standards are being met.

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The fundamental standards are as follows:

Person centred care. Ensuring that those receiving the care are at the centre of all decisions.

Dignity and respect. Providing the client with dignity and respect in all aspects of their care.

Need for consent. Asking the client's permission before carrying out tasks that affect them.

Safe care and treatment. Following correct working procedures as agreed by your workplace and the client's care plan.

Safeguarding service users from abuse. Following agreed working and safeguarding procedures and being aware of signs and symptoms.

Meeting nutritional needs. Being aware of dietary needs, working with the care plan, ensuring clients have the right equipment and conditions to eat.

Cleanliness, safety and suitability of premises and equipment. Carrying out required checks of premises and equipment, implementing cleaning rotas and carrying out safety checks.

Receiving and acting on complaints. Having a complaints policy and procedure in place that is accessible to all and act in accordance with the policy when dealing with complaints.

Good governance. Ensuring that all aspects of the workplace is overseen and policies and procedures are implemented and monitored regularly.

Staffing. Fit and proper persons employed.
Fit and proper person requirement for Directors is followed.

Duty of candour. Relevant information must be volunteered to all persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.

Our Redcrier manuals will provide your staff with training to support attainment of the fundamental standards.

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Introduction.

Due to an aging population there is an increasing demand on social care services and an increase in social care jobs. It has been estimated that by 2025 an additional 275,000 jobs will have been created. With the implementation of the Care Act 2014 and the integration of health care and social care, there are many jobs being created that integrate the two areas to provide a more joined up approach between the two sectors. This means it is now more important that people wishing to work in care build a strong foundation of knowledge on which they can continue to build a wide range of skills to enable them to compete in this growing market place.

Providing care and support for a person involves the following:

- Using a person centred approach.
- Providing dignity and respect.
- Promoting independence.
- Enabling choices.
- Acting in their best interests.
- Reporting and recording any changes.
- Respecting their right to refuse care.
- Responding appropriately to comments and complaints.
- Working in the agreed ways.

Working in care is a valued profession giving job satisfaction and a career pathway. This manual aims to set you on that path towards becoming a highly valued care worker.

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Unit One

The role of the care worker.

The main role of the care worker is to look after the physical, emotional, cultural and social needs of the clients they work with, through offering help and support using a person centred approach to ensure they have a good quality of life. There are many different roles in care and your involvement in each of these areas may differ according to your role but the client you are supporting should always be at the centre of everything you do.

The help and support you provide should enable the client to:

- Live as independently as possible.
- Have as much control over their lives as possible.
- Maintain as much dignity and respect as possible.
- Participate in society as an equal.
- Have the best possible quality of life.

Job description.

As an employed care worker you will have a job description which will give you an overview on what is expected of you, but won't detail every task. The job description will help you to understand what tasks you can do and also what you are not expected to do.

Here is an example of what may be included:

- Provide care and support in a person centred way, build relationships, promote good communication and promote equality, diversity and inclusion.
- Work as part of a team supporting team members and improve your knowledge and skills as required.
- Contribute within your role, following policies and procedures in the agreed way of working.
- Maintain relevant records. Maintain the safety of yourself, your colleagues and those you are supporting.
- Respect confidentiality as directed in your working practices guidelines, policies and procedures, including passing on information and ensuring information is stored securely.
- To promote yourself as a positive and professional care worker.

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Think about how the following make you feel and write down your thoughts.

Being able to making your own choices:

Living as independently as possible:

Having some control over what happens in your life:

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Sometimes it is nice for someone to make you a drink without asking you what you want just because they were making one for themselves and thought of you. Imagine if nobody ever asked you what you like to drink and just kept giving you the same drink even though you would actually like something else.

Write down how you would feel if you couldn't make your own choices and had no control over your daily life.

Your workplace will have policies and procedures based on legislation and other relevant documents. These will help you to carry out your role effectively.

The following will give you an overview of these documents and legislation:

Health and Safety at Work Act 1974.

Employer's responsibilities.

The employer has a duty of care to ensure the health, safety and welfare of their employees whilst they are at work.

Employee's responsibilities.

They should take reasonable care for their own health and safety, and of other persons who may be affected by their acts or omissions at work.

They should cooperate with the employer so far as is necessary to enable the employer, or any other person, to comply with a duty or requirement imposed by health and safety law.

The Management of Health and Safety at work Regulations 1999.

Employer's responsibilities.

The regulations state that every employer shall make a suitable and sufficient assessment of:



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- The risks to the health and safety of its employees to which they are exposed whilst they are at work.
- The risks to the health and safety of persons not in his employment, arising out of or in connection with the work, work procedures or systems.

First Aid Regulations 1981.

These regulations state that the employer must make adequate first aid provision for all employees. In the workplace this means providing sufficient first aid kits, first aiders and a means of reporting and recording accidents or incidents.

For the lone worker this means providing a first aid kit. This may be a one person travel kit to keep in their car or bag. They also need forms for recording incidents, a person to report accidents / incidents to and emergency phone numbers easily accessible on a mobile phone, if phone access is not available in or close to their place of work. It is good practice for the worker to have completed an Emergency First Aid at Work (EFAW) course so they can deal with emergencies, if appropriate. Check your policies and procedures for your responsibilities in dealing with emergencies.

The Provision and Use of Work Equipment Regulations PUWER 1998.

These regulations cover the use of all equipment used at work from staplers to kettles, toasters and hoists. Your employer should risk assess any equipment you will be expected to use and provide necessary training where needed. Your employer should make sure the equipment has been regularly maintained and inspected as necessary. When you are working in an individual's home you will need to ensure you carry out regular checks on any equipment you use and report any faults or concerns as set out in your workplace policies and procedures.

Lifting Operations and Lifting Equipment Regulations LOLER 1998.

While all of your work equipment is covered by PUWER 1998, any lifting equipment is also covered by LOLER 1998 e.g. hoists, bath hoists, stair lifts and mini bus tailgates. Your employer should check they are:

- Strong and stable for the job.
- Marked to indicate safe working load.
- Used safely.
- Examined and inspected by competent people.

You will need to regularly check any lifting equipment you are using and report any faults or concerns as per your workplace policies and procedures. It is good practice to check equipment before every use, particularly if the equipment was used by someone else before you.

Control of Substances Hazardous to Health COSHH 1999.

Your employer should risk assess any hazardous substances you may come into contact with and put control measures in place. This will show you how the substances should be used / dealt with, what personal protective equipment (PPE) should be worn and how you deal with any spillages on surfaces or skin.

This information should be available to help keep you safe.

The following hazardous substances are the most likely you will come into contact with:

- Cleaning materials.
- Bodily fluids.
- Medications.
- Spilt fluids.
- Hot liquids.

If you are working in an individual's home your employer should agree with the client which cleaning chemicals can be used and you should be provided with appropriate personal protective equipment. It is recognised that you may come into contact with many different chemicals such as washing powders and washing up liquids. If you are going into lots of different individual's homes it is your responsibility to make your employer aware if you have any allergies with certain substances so that your contact with them can be removed or reduced and suitable personal protective equipment provided where necessary.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations RIDDOR (1995).

Your employer is responsible for reporting the following under RIDDOR 1995:

- Accidental deaths.
- Injury resulting in absence from work of over seven days.
- Member of the public being taken to hospital directly from the workplace (this could include a client). If the injury, or death, occurs in the injured person's home during the work activity, then the person in control of the work activity (e.g. your employer) is responsible for reporting it, so you must inform your line manager of any incidents in order that they can ensure it is recorded / reported as required.
- Any type of injury / dangerous occurrence or disease as specified by RIDDOR 1995.

For a full list of reportable incidents and details of how and when to report go to www.hse.gov.uk/riddor.

Personal Protective Equipment (PPE).

For your health and safety, your employer should provide PPE such as gloves, and aprons etc where needed. The responsibility is then on you to wear them as required. If they are provided and you choose not to use them and as a result your health or safety suffers, the responsibility becomes yours.

All of these pieces of legislation underpin your work and help your employer to put in place appropriate policies and procedures to keep you safe. It is therefore important to adhere to these policies and procedures to maintain your and others safety.

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This Act sets out the fundamental standards that all health and social care providers must meet to satisfy Care Quality Commission registration criteria.

To meet appropriate standards in your workplace you should have the following in place:

- Adequate training for all staff.
- Policies and procedures.
- Appropriate recording systems.
- Relevant risk assessments.
- Good communication with other services providing care to your clients.

The Care Act 2014.

The Care Act aims to build on good practice in statute as well as embedding new reforms to provide clearer and fairer care and support to those who need it, rather than just focusing on those with eligible needs and those who are state funded. It should provide for a more person centred approach in social care as well as putting a greater focus on prevention and wellbeing. Local authorities will have a wider brief to ensure all of this happens in their local area.

The Care Act aims to put people firmly in control of their own care and support. This will help to improve independence and wellbeing and ensure all aspects of a person's life are supported. Local authorities will be expected to provide access to a variety of services to prevent people needing ongoing care and support. Criteria for assessment of eligibility will be clearer and more accessible for those needing it. Local authorities will also need to ensure there are a wide variety of care provisions and services and that information, advice and advocacy are available as needed.

The principle of wellbeing underpins the Act and should be considered in all decision making.

A duty of candour has been placed on all providers ensuring they are open and honest in all of their dealings with their clients.

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Under the Care Act 2014, your local authority has the lead role in relation to adult safeguarding. It must:

- Make enquiries, or ensure others do so, if it believes an adult is subject to, or at risk of abuse or neglect.
- Establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.
- Establish a safeguarding adults board (SAB).
- Arrange where appropriate, for an independent advocate.
- Cooperate with other authorities, professionals or organisations as relevant to its role as lead.

Code of Conduct.

You will also be expected to follow the code of conduct.

The code of conduct identifies how you should behave at work and what you should and should not do. It covers the key behaviours needed to deliver safe and high quality care and it empowers you to raise concerns and helps you to identify areas where you may need support to develop your role.

The code outlines best practice and may be a condition of your employment. The main areas covered by the code of conduct are as follows.

Be accountable by making sure you can answer for your actions or omissions.

- Be honest with yourself and others about your abilities and limitations.
- Comply with agreed ways of working and only carry out agreed tasks for which you are competent.
- Ask for help if you are unsure.
- Behave and present yourself in ways that will not make others question your suitability for the role.
- Justify and be accountable for your actions including what you fail to do.
- Inform your supervisor or employer about any issues that affect your ability to carry out agreed tasks.
- Establish and maintain boundaries between you and those you are supporting.
- Report any actions or omissions by yourself or colleagues that may compromise the care or safety of others.
- Use your workplace whistleblowing procedure where necessary.

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Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services, and their carers, at all times.

Everybody has rights and it is important that we ensure we maintain them for ourselves and others.

Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.

When more than one person is working with a client it is important that we work together to ensure continuity of care for that client.

Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services, and their carers.

It is important to maintain clear communication with everyone in your workplace to ensure that mistakes are not made and any concerns or risks are reported appropriately.

Respect a person's right to confidentiality.

Keeping information confidential means only sharing with those who need to know and where possible getting the persons consent before doing so.

Strive to improve the quality of healthcare, care and support through continuing professional development.

Learning is a continual process, completing a course and gaining a certificate is the start of that process. Maintaining and building on the knowledge and skills we have learnt can only improve our practice, develop our confidence and enhance the quality of care we provide

Uphold and promote equality, diversity and inclusion.

No two people are the same and it is important that we recognise this to ensure that we treat each individual fairly and provide them with equal access to opportunities. We need to create an inclusive culture in our workplace, ensure that our policies and procedures don't discriminate and support others to challenge inequality and discrimination.

The **Code of Conduct** can be found at www.skillsforcare.org.uk/code-of-conduct

All of the above shapes the agreed ways of working in your workplace and provides a framework to work within when carrying out your daily duties.

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Briefly explain your role under the following.

Health and Safety at Work Act 1974:

Personal Protective Equipment (PPE):

Provision and Use of Work Equipment Regulations (PUWER):