Care Certificate Workbook

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How to use this workbook

Do you need this workbook?

You need to do all 15 Care Certificate Standards. This workbook is designed to support you to learn about Standard 1. Your manager is responsible for checking your knowledge, understanding and competence in your specific workplace(s).

If you already have a good level of knowledge and experience, you could take an assessment instead and only do sections of the workbook (or sections of our eLearning) that you need to. Your knowledge would be recorded and you can build an evidence portfolio. This will save you and your manager a lot of time. Your organisation may have free or funded access to our assessment system. Check with your manager before you start this workbook. More information can be found at www.CareCertificate.co.uk.

The following symbols refer to actions you should take to achieve the outcomes. There is also an action checklist at the end of this workbook.

Reference “Manager”

We refer to “manager” through the workbook. This may mean something different in your role, for example: supervisor, line manager, coach, buddy, mentor, employer or assessor. This is the person responsible for checking you are competent and confident to work.
1.1 Understand your own Role
Describe your main duties and responsibilities

Working in health and social care can be varied and rewarding. Your role is to provide support to individuals, both practically and emotionally so they can live a fulfilled and independent life.
Your duties and responsibilities will be **unique to the environment you are working in**; for example, you may be working with individuals who have learning difficulties, physical disabilities, adults and/or children, and individuals who are very ill.

Regardless of the environment you work in, the principles of care, support, and knowledge will be based on the **Care Certificate Competencies**.
When you start your employment you should be given a job description and the details of each task you will be expected to complete. These will be explored in detail within your initial induction period. Your induction should enable you to understand the requirements of your role and the wider context of the organisation that you work within.

If you work for a large organisation, you may have a Human Resources (HR) department or lead person who can provide additional help and guidance about your employment, duties and responsibilities.
List the standards, codes of conduct and practices that relate to your role

The Care Certificate was developed by:

- NHS
- Health Education England
- skillsforcare
- Skills for Care
- Skills for Health

The Care Certificate has been designed to ensure a consistent standard across the health and social care sector and to enable employers to deliver better care. It replaces the old Skills for Care Common Induction Standards and Skills for Care and Skills for Health National Minimum Training Standards.
The standards of the Care Certificate ensure that those working in the sector meet a specific level of quality when providing care and support.

Achievement of the Care Certificate should ensure you have the required values, behaviours, competencies, knowledge and skills to provide high quality, compassionate care.

The Skills for Care and Skills for Health Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England sets out:

- The standard of care that the public should expect.
- Guidance and reassurance that you are providing care of a high standard, and the confidence to challenge others who are not.
The “six Cs” are recognised values applying to health and social care workers.

The sic Cs are:

1. **Care**
   Caring defines us and our work and the requirement to meet the needs of the individual.

2. **Compassion**
   Relates to the way care is provided through relationships based on empathy, respect and dignity.

3. **Competence**
   The ability of the worker to understand an individual’s health and social care needs respect and dignity.

4. **Communication**
   Good Communication is essential to successful team work and effective relationships. An individual needs to be listened to and be at the centre of decisions.

5. **Courage**
   Means having the courage to speak up when we have concerns.

6. **Commitment**
   Commitment is needed to improve the care, support and experience of the individuals we support.
The Care Act has been introduced to help improve the experience of the individual receiving support and to help health and social care workers deliver the highest quality of care with compassion. The Act aims to put people at the centre of their care and support and maximise their involvement.

The introduction of The Care Act 2014 has major implications for adult care, providers, people who use services, carers and advocates. The Act defines the primary responsibility of local authorities as the promotion of individual wellbeing.

‘The Care Act represents the most significant reform of care and support in more than 60 years, putting people and their carers in control of their care and support. For the first time, the Act will put a limit on the amount anyone will have to pay towards the costs of their care.’ - Gov.uk
Demonstrate that you are working in accordance with the agreed ways of working with your employer

“How do I know that I am working in the way that my employer wants me to?”

“How would I know if I have achieved the requirements of the Care Certificate?”

“Who is going to check I have the right values and behaviours to provide a high standard of compassionate care?”
Asking yourself these questions will help you stay focused and strive to achieve both your workplace objectives and your own personal goals set by you and your manager. It is your responsibility to work in ways set out by your employer.

By providing high quality care as directed by your employer, the results will be positive and care will be consistent. Your role and its impact can have a positive and empowering effect on individuals and others within your workplace.

The evidence in these workbooks and the online assessments will help you achieve this by demonstrating your knowledge and understanding.
1.1d Explain how your previous experiences, attitudes and beliefs may affect the way you work

Thankfully, we are all very different. Our experiences, attitudes and beliefs are all different too. We could never agree with everyone on every subject and we should celebrate our differences.

However, in your work, you cannot allow any of your previous experiences, personal attitudes and beliefs to influence the way that you support individuals. Policies, procedures and agreed ways of working are important as they will tell you how your employer expects you to work.

Here are some things to think about:

Supporting an individual who is in a wheelchair, doesn’t mean that they have the same level of ability as other people in wheelchairs.

One person celebrating a particular religious holiday or festivals, doesn’t mean that other people have to celebrate at the same time or want to be involved. Some examples include, Christmas, Hanukah, Ramadan and Diwali.
Seeing a person with a white stick doesn’t necessarily mean they are totally blind.

You believe in eating healthy food, but this doesn’t mean you can force your views onto others, even though there are many benefits to eating a healthy, balanced diet.

If an individual you are supporting has a black eye, it doesn’t mean they are being physically abused (although you do have a responsibility to check this is not the case).

A person with Dementia behaves in a particular way. It doesn’t mean that everyone with Dementia will behave in the same way and have the same care and support needs.

If a person has acted abusively towards a family member in the past, it doesn’t necessarily mean they will act abusively in the future.
Locate and read your employer’s values

Think about how you will adopt your employer’s values

Think about how your previous experiences, attitudes and beliefs may affect the way you work

Discuss your responsibilities and anything you are unsure of with your manager

Locate and read your employer’s Code of Conduct that relates to your role
1.2 Work in ways that have been agreed by your employer
Describe your employment rights and responsibilities

Employers have legal responsibilities to ensure they follow the relevant rules and regulations, including providing a safe and healthy workplace (Health & Safety at Work Act 1974). As an employee you have rights and you have responsibilities for your own wellbeing as well as the wellbeing of the individual’s you support and your colleagues.

It is your duty to be aware of your responsibilities and what your rights are. Your rights as an employee include:

- **Basic rights** (e.g. national minimum wage, sick leave and pay, holiday leave and pay, part-time workers’ rights and agency workers’ rights)
- **Discrimination Issues**
- **Health and Safety**
- **Bullying**
- **Work experience**
- **Information sources**
Further details on your employment rights and responsibilities can be found on the link below;


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

Every employer will have aims and objectives. For some employers, these will be documented and for others, they could be verbal statements.

Either way, it is important that you know what your employer’s aims and objectives are, and the values of the service in which you work. Ask your manager where to find these documents.
Your aims, objectives and values are agreed in order to direct the way you work and the quality of the service you provide. The quality of care and support you provide will have a direct impact on the outcomes of the people you are supporting.

During your induction period you will learn about your employer and how your role supports them to achieve their aims and objectives. This is important because your employer’s aims and objectives become yours while you are working and you will work together to achieve them.
Explain why it is important to work in ways that are agreed with your employer.

Agreed ways of working set out how your employer requires you to work.

- They incorporate various pieces of legislation as well as best practice
- They are there to benefit and protect you, the individuals you support and your employer
- They enable you to provide a good quality service working within the legal framework
- They aim to keep you and the individuals you support, safe from danger or harm
Agreed ways of working are essential pieces of information that will support you in your role and will enable you to work professionally and safely. It is best practice to be familiar with the elements that are relevant to you in your work setting.

You are being paid to do a job for your employer and if you do not follow their agreed ways of working, you could cause harm to yourself or others and you could find yourself subject to capability or disciplinary procedures which could lead to dismissal or even prosecution if you break the law.

You do not need to know every word of every agreement but you do need to know where to find them. You will need to know what agreements exist and what they cover so you can refer to them when you need to.
Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to your role

It is important for you to know where the most up to date copies of agreed ways of working are kept that relate to your role.

There may also be different procedures for your specific work location(s). If in doubt ask your manager.

Agreed ways of working from public sector organisations like the NHS or Local Authorities are often made available for anyone to read as public documents because the Freedom of Information Act allows anyone to ask for copies.

Many employers publish them on a website, which makes it easier for you to access the most up to date copies at any time. However, in some workplaces the agreed ways of working are kept in paper format in a folder in the office.
Locate and familiarise yourself with your employer’s agreed ways of working.

If your workplace agreed ways of working are less formally documented, ask your manager for advice. You should record all guidance and advice given to you.

If your employer does not have written agreed ways of working, it is important that you work closely with them to understand how they would like you to deal with situations. You will also need to make sure you are aware of the legislation and legal framework which will guide you through your legal responsibilities.

There is lots of information on Skills for Care’s website to support and guide you in your new role.
1.2e Explain how and when to escalate any concerns you may have

**Whistleblowing**

Whistleblowing is defined as the disclosure by an individual to the public, or those in authority, of mismanagement, corruption, illegality, or some other form of **wrong-doing in the workplace**. If you are employed your employer is likely to have a **whistleblowing policy** which will explain the steps you should take if you need to “blow the whistle”.

Both the **Whistle-blowing Charter** and the **Public Interest Disclosure Act 1997** protect whistle-blowers from detrimental treatment by their employer.

If you witness a colleague or another member of staff doing something which you feel does not follow the agreed ways of working and is putting others at risk, you must record and report these concerns.
If you have serious concerns, the first thing you should do is check your employer’s whistleblowing policy. This will provide you with the steps you need to take to raise the concern and the most appropriate way to do it. Usually the first person you need to contact is your manager (unless it is your manager you have concerns about, then it would be their manager).

From October 2014, NHS providers will be required to comply with the:

**Duty of Candour**

This means that all providers must be open and honest with the people they support about their care and treatment, including when it goes wrong.

‘the new Duty of Candour is potentially the biggest advance in patient safety and patients’ rights in the history of the NHS…’

- Peter Walsh, Chief Executive of Action against Medical Accidents
Explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person.

If a task has not quite gone to plan or you realise that you are unsure of how to proceed, it is best practice to ask questions.

By being honest with yourself and asking questions, you can expand your knowledge and confidence and continue to work in ways that have been agreed with your employer.

If you identify errors and tell the appropriate person, you, and your team can learn from mistakes and work together to improve future practice.

It might be that a process or procedure has recently changed and the agreed ways of working need to be reviewed and updated.
Locate the aims, objective and values of the service in which you work

Be honest and identify when you have made errors

Discuss any concerns you might have with your manager
1.3 Understand working relationships in health and social care
Describe your responsibilities to the individuals you support

Working in health and social care you will have many responsibilities to your employer and to the individuals you support. You may work with different individuals each with their own preferences, wishes and needs. You will find out about these by reading individuals’ support plans as well as communicating with them when you are together. It is important that you always follow support plans and understand and respect what the individuals you are supporting say they need.

“Hi! My name is Jack and I live in Littlewoods which is a supported living facility for adults with learning difficulties. I love to play the drums and make loud noises. Jessie is my helper, he lets me play the drums and claps when I finish!”

“I’m Sally. I live with Jack at Littlewoods and Jessie helps me do some of my daily activities. He also tells me jokes to cheer me up when I get upset. I’m quite shy and I prefer less noise because it helps me to concentrate on what I’m doing.”

“Hi I’m Jessie. I am Jack and Sally’s care worker. Jack loves playing music, especially the drums and he’s actually pretty good! Sally however finds it difficult to concentrate on things she enjoys, like reading, when there is lots of noise around.

To make sure both Jack and Sally feel happy and comfortable in their home and can both do the things they enjoy we decided that when the weather was warm enough we would set Jack’s drum kit up outside. This means he can play in the sunshine without disturbing Sally.

When it’s a bit too cold for Jack to play outside, Sally has a special quiet room she can go to on the other side of the building.”
Responsibilities you will have towards individuals you support can include...

1. **Promoting individuals' wellbeing**
2. **Promoting individuals' dignity**
3. **Ensuring individuals' behaviour does not harm themselves or other people**
4. **Establishing and maintaining trust and confidence**
5. **Protecting individuals' rights and promoting their interests**
6. **Promoting independence and protecting people as far as possible from danger and harm**
In your role, you will also be expected to:

- Uphold public trust and confidence
- Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills

**1.3b Explain the differences between a working relationship and a personal relationship**

You have a professional duty of care to the individuals you support which is different to the relationships you have with your friends and family. There are certain boundaries which you cannot cross, for example: you would not ask an individual personal questions like you would a friend or relative or share personal contact details. You must work within the professional boundaries set by your employer.

Your role is to guide and support individuals and to help them to make choices and live as independently as possible. You should encourage individuals to express their needs and listen carefully to what they want.
These are some of the ways that you can maintain professional boundaries:

- Be reliable and dependable
- Do not form inappropriate intimate or personal relationships with individuals
- Promote individuals’ independence and protect them as far as possible from harm
- Do not accept gifts or money from individuals or their family members
- Be honest and trustworthy
- Comply with agreed ways of working
- Co-operate with colleagues and treat them with respect
- Do not discriminate against anyone
- Maintain clear and accurate records
- Continue to improve your knowledge and skills
- Respect confidential information and know when it is appropriate to share
- Report any concerns you have
Most of the individuals you work with will rely heavily on your support. For some individuals you might be the only person they will see during the day. Because of this, it is really important that you arrive on time. This will lead people to feel confident that you are able to support them.

Describe different working relationships in health and social care settings

In health and social care there are many different working relationships. These relationships will include: colleagues, managers, and other professionals (such as social workers, nurses, doctors, occupational therapists), people you support and their family and friends.
Each relationship will be different depending on your role and the other person’s role. You will develop different types of working relationship. In some circumstances it will be formal and in others it will be less formal.

**Example**

A doctor who you see occasionally with a person you support will probably be a more formal relationship compared to the district nurse who comes on a regular basis to dress the person’s wound. This might be less formal as you have regular contact with them and have spent more time together.

Whatever the working relationship, you must ensure that you maintain a professional manner.

Think about your responsibilities to the individuals you support and how to have a successful working relationship with them.
1.4 Work in partnership with others
Explain why it is important to in partnership with others

- Doctors
- Nurses
- Occupational Therapist
- Social Workers
- Friends and Family
- Physiotherapists
- Independent Mental Capacity Advocates (IMCA)
- Welfare Benefit Advisors
- Unpaid Carers
- Personal Budget Brokers
- Advocates / Independent Mental Health Advocacy
- Other Health Professionals
As part of your role you will be expected to work in teams and in partnership with other professionals. This also includes working with the individuals’ family members and unpaid carers.

Working in partnership involves working together to achieve successful results, knowing and respecting each other’s roles and involvement and sharing relevant information with each other to ensure the individual receives the best support and care possible.

Successful team work and partnership working is based on:

- Clear, shared objectives
- Different / defined roles to meet these objectives
- Regular team meetings and team identity
Explain why it is important to work in partnership with key people, advocates and other people who are significant to an individual

It is important to work in partnership with the key people involved in an individual’s support as this will ensure the best possible support and care is provided. Communication is an essential part of this process.

Key people include carers, families, advocates and others who are significant to an individual, sometimes called ‘significant others’. Therefore it is important that good partnership working involves good communication and trust.
If there are communication difficulties between yourself and the individual, a carer or family member may be able to share information with you about how you can best communicate.

This may help the individual to be listened to and supported in their chosen and preferred way.
Partnership is one of the person centre values (Standard 5), together with individuality, independence, privacy, choice, dignity, respect and rights.

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

You will always need to make sure that you are doing the right things, in the right way, at the right time, for the right people, openly and honestly in a safe and professional way.

Learning from others and working in partnership is important. It will help you to understand the aims and objectives of different people and partner organisations as they may have differing views, attitudes and approaches.
It is essential that everyone’s focus is on providing the best care and support to individuals, and demonstrate behaviours and attitudes that help improve partnership working.

Here are some examples...

- **Independence**: Supporting the individual to achieve their goals and be as independent as possible
- **Dignity & Respect**: Respecting and maintaining dignity and privacy of individuals
- **Whistleblowing**: Report dangerous, abusive, discriminatory or exploitative behaviour or practice
- **Equal Opportunities**: Promote equal opportunities and respecting diversity and different cultures and values
- **Communicate Effectively**: Communicate in an appropriate, open, accurate and straightforward way
- **Individuality**: Treating each person as an individual
- **Partnership**: Sharing expert knowledge and respecting views of others to achieve positive outcomes for individuals
Demonstrate how and when to access support and advice about – partnership working

If you find yourself in a situation where you are unsure of what to do or how to continue, it is best practice to stop and ask questions. When you start working for your employer they should explain to you how to access support and advice, including support and advice about partnership working.

Knowing how to access support and advice will make you feel more confident about asking questions. You can access support and advice about partnership working from your manager, supervisor or colleagues. The internet and other social care bodies can also provide useful information and support.

By talking to your colleagues and manager, they can share their experiences and offer advice on how to deal with different situations. Everyone will have different experiences and more senior members of staff can offer you advice on how to deal with different situations and conflict.

Remember, always be professional and respectful towards other people.
Demonstrate how and when to access support and advice about - resolving conflicts

If individuals insist on doing something that you disagree with, you can only advise them and outline the risks involved with their decision. You cannot force them to do anything.

Example

If an individual refuses to take medication and their wellbeing depends on this medication, you cannot force them to take the medication.

You should immediately contact your manager or the prescriber (usually a GP) and ask their advice. You should also make sure you record what has happened and the action taken in the support plan. You must also record this on the Medication Administration Record Sheet (MARS). (Standard 13 Medication).

Even though you will have an individual’s best interest in mind, you must respect their wishes and make sure they understand the implications of not taking their medication. This way they are making an informed decision.
How you deal with a conflict with an individual is very important, you do not want to anger or agitate people.

Understanding each other’s roles can help diffuse tension and speaking to your manager can support you in resolving conflicts.

**Mental Capacity Act**

You will always need to take into consideration the individual’s capacity to make a decision at a particular time under the Mental Capacity Act 2005. (This is covered in more detail in Standard 9).

**Ask...**

Discuss working with your colleagues to promote effective communication and successful partnership working.
### Your checklist....

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Well done! **You have completed this workbook. What’s next…..**

An essential part of the Care Certificate is to assess, evidence and record what you have learnt. You may be entitled to use our assessment and evidence recording system. Your manager is responsible for supporting you with this, observing your practice and ensuring you are competent in your workplace, with the people you support.

Checking your knowledge, competence and practice will be a regular part of your ongoing Continuous Professional Development.

**By taking an assessment first, you may find you already have some, most, or all of the knowledge required and you can save time by avoiding repeating subjects and courses unnecessarily.**

More information about our resources can be found at [www.CareCertificate.co.uk](http://www.CareCertificate.co.uk).

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