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| https://www.westsussexcpd.co.uk/_images/14106/Care%20Act/The_Care_Certificate.jpg | ***Learner Resource***  ***Question Workbook*** |
| **Care Certificate Question Workbook – Standard 1** | |

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| --- | --- |
| **Name of Care Worker:** |  |
| **Start Date:** |  |
| **Completion Date:** |  |

Version 1.0 – 10/2020

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# The Care Certificate for Adult Social Care Workers

## Introduction

Welcome to the Care Certificate Question Workbook for Standard 1. This sets out a series of questions that you need to complete to demonstrate that you have the knowledge, skills and behaviours of an effective Care Worker within Adult Social Care.

The details you provide in this Workbook will be used by your Assessor to determine if you meet the requirements set out in the Standard. There may be times that your Assessor will come back to you and ask for some more information or further details to demonstrate your knowledge, skills and behaviours.

## Developing Knowledge, Skills and Behaviours

You may be an experienced Care Worker or new to a care giving role, but it is essential that you develop and keep your knowledge, skills and behaviours up-to-date to ensure we provide quality service user focussed care services.

We have made available a range of learning resources and eLearning to help you develop and aid the completion of the Care Certificate. These can be accessed on the **Induction Hub for new Care Workers** is available on ASC LeadER ([www.ascleader.co.uk](http://www.ascleader.co.uk)).

Although the majority of learning resources and eLearning are available for those without an ASC LeadER Account, it is recommended that Care Workers create an account. This provides a broader range of services and learning resources.

Care Workers can request an ASC LeadER account on the following link - <https://www.ascleader.co.uk/login/signup.php?>, or by clicking the *Login* button at the top of the screen and then clicking the *Create new account* button. Account requests are validated by the Social Care Academy and approval is normally given within 24 hours.

## Assessment

This Workbook will be assessed by a nominated person that has experience and competence of working in the Adult Social Care Sector.

* Within the East Riding of Yorkshire Council, this will be carried out by an Assessor from the Social Care Academy.
* In the Independent Care Sector this may be a Trainer, Champion or Manager appointed by the provider. You need to discuss this with your Senior or Manager and they will advise who will support you.

# Key Terminology

The following key terms are used throughout the Care Certificate Assessment.

|  |  |
| --- | --- |
| **Term** | **Details** |
| Demonstrate | This means to show how a task is completed in the course of real work or a simulated activity |
| Describe | This means to create a picture with words but not simply writing a list of bullet points |
| List | This means to identify the main points which can be written as bullet points |
| Explain | This means you will need to provide a clear account of your understanding, including details like why and how. |
| Define | This means to provide a definition, **in your own words**, to demonstrate your understanding. |
| Identify | This means to point out, highlight or note down the main answers or examples that relate to the subject. |
| Summarise | This means to think about the main points and simplify or shorten these points to provide a basic outline. |

**Note:** Please ensure you refer to and follow the above terminology guidelines when completing your answers to the activity questions.

# Standard 1 - Understand your role

**Activity 1.1a:** Using your job description to help you, fill in the box below to **describe** your main duties and responsibilities.

|  |
| --- |
| **My main duties and responsibilities include:** |
|  |

**Activity 1.1b:** Look up the Care Certificate and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. Complete the boxes below to **list** some examples of the standards they both include.

|  |
| --- |
| **1** |
|  |

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| --- |
| **2** |
|  |

|  |
| --- |
| **3** |
|  |

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| --- |
| **4** |
|  |

**Care Certificate**

and **Code of Conduct** Standards include…

**Activity 1.1d:** Self-awareness is very important for all care work. Think about your previous experiences and the attitudes and beliefs that you are aware that you hold, and **explain** how they may affect the way you work.

|  |  |
| --- | --- |
| **An example of a previous experience I have had** | **How this may affect my work** |
|  |  |

|  |  |
| --- | --- |
| **An example of an attitude I hold** | **How this may affect my work** |
|  |  |

|  |  |
| --- | --- |
| **An example of a belief I hold** | **How this may affect my work** |
|  |  |

**Activity 1.2a:** Familiarise yourself with your employment rights and responsibilities. Under each of the headings below **describe** your rights and responsibilities as a worker.

|  |
| --- |
| **Health and Safety** |
|  |

|  |
| --- |
| **Confidentiality** |
|  |

|  |
| --- |
| **Working Time** |
|  |

|  |
| --- |
| **Pay and Wages** |
|  |

**Activity 1.2b:** Speak to your employer to find out the aims, objectives and values of the organisation that you work in and use the information to fill in the table below.

|  |  |  |
| --- | --- | --- |
| **The aims of my organisation** | **The Objectives of my organisation** | **The Values of my organisation** |
|  |  |  |

**Activity 1.2c:** It is essential to work in ways that are agreed with your employer. Give an example of an agreed way of working in your workplace and **explain** why it is important:

|  |
| --- |
|  |

**Activity 1.2e,** **Part i):** For each of the statements below, decide whether each should be reported as a concern, and note your answer as Yes or No.

|  |  |
| --- | --- |
|  | **Report?** |
| The health and safety of staff is in danger. |  |
| Individuals are treated with dignity and respect. |  |
| The environment is being damaged by work activity. |  |
| Wrongdoing is being covered up. |  |
| The individual’s care is inadequate but they cannot or will not complain. |  |
| Care plans are reassessed and updated regularly. |  |
| Your manager is involved in the abuse of individuals. |  |

**Activity 1.2e, Part ii:** Thinking about the statements in Part i) that would need to be reported, **explain** how you would raise your concerns, or whistleblow.

|  |
| --- |
|  |

**Activity 1.3a:** Think about your responsibilities specifically relating to the individuals you support. **Describe** four of your responsibilities to those individuals:

|  |
| --- |
| **1** |
|  |

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| --- |
| **2** |
|  |

|  |
| --- |
| **3** |
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| **4** |
|  |

**Activity 1.3b:** In the boxes below, **explain** how a working relationship is different to a personal relationship. Use examples from your own service to help you **explain** your points.

|  |  |
| --- | --- |
| **A working relationship is…** | **A personal relationship is…** |
|  |  |

|  |  |
| --- | --- |
| **Examples include…** | **Examples include…** |
|  |  |

**Activity 1.3c:** There are **four** main working relationships in health and social care. State the four main working relationships **and** provide a **description** of each, including who they are most likely to be in your own workplace.

|  |
| --- |
| **1** |
|  |

|  |
| --- |
| **2** |
|  |

|  |
| --- |
| **3** |
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|  |
| --- |
| **4** |
|  |

**Activity 1.4a and b:** As a worker in health and social care it is essential to be an effective and good team member and work in partnership. **Explain** why it is important to wok.

|  |
| --- |
| **a) In partnership with other workers.** |
|  |

|  |
| --- |
| **b) In partnership with key people, advocates, and others who are significant to the individual such as their carer, family members and friends** |
|  |