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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 10** | |

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

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**Contents**

The Care Certificate for Adult Social Care Workers 1

Introduction 1

Developing Knowledge, Skills and Behaviours 1

Assessment 2

Key Terminology 2

Standard 10 - Safeguarding Adults 3

# The Care Certificate for Adult Social Care Workers

## Introduction

Welcome to the Care Certificate Question Workbook for Standard 10. 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.

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| **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 10 - Safeguarding Adults

**Activity 10.1a & b:** Complete the boxes below to **explain** the term safeguarding adults and also to explain your own role and responsibilities in safeguarding adults.

|  |  |
| --- | --- |
| **Safeguarding adults means…** | **My own role and responsibilities are…** |
|  |  |

**Activity 10.1c & g:** Complete the table below to make a **list** of the ten main types of abuse and their indicators (signs).

|  |  |
| --- | --- |
| **Types of abuse** | **Possible indicators** |
|  |  |
|  |  |
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|  |  |
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|  |  |
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**Activity 10.1d:** Using your knowledge of the definition of harm, complete the paragraph below.

|  |
| --- |
| **The term harm means…** |
|  |

**Activity 10.1e & h Part i):** Some people are more vulnerable to harm and abuse than others. Why might an individual who requires care and support be more vulnerable to abuse than others?

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**Activity 10.1e & h Part ii):** For each of the examples below, **describe** why it may increase the likelihood of the individual experiencing harm or abuse:

|  | **Why might this increase the likelihood of the individual experiencing harm or abuse?** |
| --- | --- |
| **Being cared for in their own home** |  |
| **Being in residential or institutional care** |  |
| **Experiencing a mental health issue** |  |
| **Experiencing difficulties with communication** |  |

**Activity 10.1f:** Complete the boxes below to **describe** what is meant by restrictive practice and when it may be used.

|  |  |
| --- | --- |
| **Restrictive practice means…** | **It may be used when…** |
|  |  |

**Activity 10.1i** Complete the boxes to **list** factors that have featured in cases of adult abuse and neglect. An example has been provided for you:

|  |
| --- |
| **1** |
| A failure to identify signs of abuse |
| **2** |
|  |
| **3** |
|  |
| **4** |
|  |
| **5** |
|  |
| **6** |
|  |

**Activity 10.1k:** As you have only just started your new job you might be unsure as to what your exact role and responsibilities are in relation to safeguarding adults. **Describe** where you could get information and advice on your role and responsibilities in preventing and protecting individuals from harm and abuse:

|  | **Types of information** |
| --- | --- |
| **Source 1** |  |
| **Source 2** |  |
| **Source 3** |  |
| **Source 4** |  |

**Activity 10.2a:** Care environments can either promote or undermine people’s dignity and rights. Provide an example of how a care environment can promote an individual’s dignity and rights and an example of how a care environment can undermine an individual’s dignity and rights.

|  |  |
| --- | --- |
| **A care environment that promotes an individual’s dignity and rights…** |  |
| **A care environment that undermines an individual’s dignity and rights…** |  |

**Activity 10.2b:** You can help to keep individuals safe by:

* Working with person centred values.
* Encouraging active participation.
* Promoting choice and rights

**Explain how to apply these principles to help individuals keep themselves safe:**

|  |
| --- |
| **Person-centred care:** |
|  |

|  |
| --- |
| **Active participation:** |
|  |

|  |
| --- |
| **Choice and rights:** |
|  |

**Activity 10.2d** Find out the local arrangements for the implementation of Multi-Agency Safeguarding Adults policies and procedures and **explain** how they link to your workplace policies and procedures for safeguarding adults.

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**Activity 10.2e:** Fill in the box below to **list** the ways in which the likelihood of abuse can be reduced by managing risk and focusing on prevention.

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**Activity 10.2f:** It is very important that complaints are dealt with as quickly as possible and that the procedures are easily available to individuals, for example, available in Braille or alternative languages or formats. How can a clear complaints procedure reduce the likelihood of abuse?

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**Activity 10.3a:** Obtain a copy of your workplace policies and procedures on safeguarding and whistleblowing and **explain** in your own words what you should do when abuse of an adult is suspected. Include ways in which you are expected to raise concerns through whistleblowing.

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**Activity 10.4a** Complete the boxes to **list** relevant legislation as well as local and national policies and procedures which relate to safeguarding adults:

|  |
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| **1** |
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| **2** |
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| **3** |
|  |
| **4** |
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| **5** |
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| **6** |
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| **7** |
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| **8** |
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**Activity 10.4b:** When safeguarding adults it is essential to share information with relevant teams. **Explain** why it is important to share information with relevant key people and agencies.

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**Activity 10.4c:** It is your duty of care to report any suspicions or concerns you might have that an adult is being abused. What could you do if your concerns were not taken seriously or not passed on to other agencies? **Describe** 2 options:

|  |
| --- |
| **1** |
|  |
| **2** |
|  |