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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 13** | |

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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 13. 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 13 - Health and Safety

**Activity 13.1a**: Complete the boxes below to **identify** legislation that relates to general health and safety in your workplace.

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

|  |
| --- |
| **2** |
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| --- |
| **3** |
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| --- |
| **4** |
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| --- |
| **5** |
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**Activity 13.1b:** Ask your manager or a senior member of staff for your workplace health and safety policies and procedures. **Describe** the main points below.

|  |  |
| --- | --- |
| **Policy or procedure relating to health and safety…** | **The main points of this policy or procedure include…** |
|  |  |
|  |  |
|  |  |
|  |  |

**Activity 13.1c:** Complete the sections below to outline the person’s main health and safety responsibilities in the workplace.

|  |  |  |
| --- | --- | --- |
| **Self** | **Employer** | **Others** |
|  |  |  |

**Activity 13.1d** Complete the boxes to **list** health and safety tasks that you should **not** carry out until you have had special training.

|  |
| --- |
| **1** |
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| **2** |
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| **3** |
|  |
| **4** |
|  |
| **5** |
|  |
| **6** |
|  |

**Activity 13.1e** Choose three types of support or information you could use in relation to health and safety, and **explain** how to access each one and how it could help you.

|  |  |  |
| --- | --- | --- |
| **Type of support** | **I can access it by…** | **It could help me by…** |
|  |  |  |
|  |  |  |
|  |  |  |

**Activity 13.1f, 13.4a and b Part i):** Write a list of different types of accidents and sudden illness that may occur on a daily basis in your workplace.

|  |
| --- |
|  |

**Activity 13.1f, 13.4a and b Part ii):** Complete the table below to **describe** three different types of accidents and three different types of sudden illness that may happen in your workplace. For each one **describe** the procedure you should follow if this were to occur at work.

|  |  |
| --- | --- |
| **Accident 1** | **If this were to happen I would…** |
|  |  |

|  |  |
| --- | --- |
| **Accident 2** | **If this were to happen I would…** |
|  |  |

|  |  |
| --- | --- |
| **Accident 3** | **If this were to happen I would…** |
|  |  |

|  |  |
| --- | --- |
| **Sudden illness 1** | **If this were to happen I would…** |
|  |  |

|  |  |
| --- | --- |
| **Sudden illness 2** | **If this were to happen I would…** |
|  |  |

|  |  |
| --- | --- |
| **Sudden illness 3** | **If this were to happen I would…** |
|  |  |

**Activity 13.2a:** For each of the following examples, **explain** why it would be important to assess health and safety risks.

|  |
| --- |
| **Example 1: Moving an individual using a piece of equipment such as a hoist.** |
|  |

|  |
| --- |
| **Example 2: Providing personal care to an individual.** |
|  |

|  |
| --- |
| **Example 3: Changing soiled bed linen.** |
|  |

**Activity 13.2b** Using your workplace’s agreed ways of working, **describe** how and when you would need to report health and safety risks that have been identified.

|  |
| --- |
|  |

**Activity 13.3a** Match up the descriptions with the correct legislation relating to moving and assisting (insert A, B or C in the appropriate boxes).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| A | The Manual Handling Operations Regulations 1992 |  |  | Set specific requirements relating to work equipment used for lifting and lowering people or loads |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| B | The Lifting Operations and Lifting Equipment Regulations 1998 |  |  | Specifically cover all movement or support of any load by physical effort |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| C | The Provision and Use of Work Equipment Regulations 1998 |  |  | Ensures that the equipment employers provide is suitable and safe for its intended use |

**Activity 13.3b** Complete the boxes below to **list** three moving and assisting tasks that you must not carry out unless properly trained.

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

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

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

**Activity 13.4c** Depending on your level of training and competence, there will be first-aid actions that you are and are not allowed to carry out. Fill in the boxes below to **list** the emergency first-aid actions that you are and are not able to undertake.

|  |
| --- |
| **Emergency first aid actions I can do...** |
|  |

|  |
| --- |
| **Emergency first aid actions I must not do...** |
|  |

**Activity 13.5a and b:** **Describe** the key points of your employer’s agreed ways of working in relation to medication and healthcare tasks:

|  |
| --- |
| **My workplace agreed ways of working in relation to medication are…** |
|  |

|  |
| --- |
| **My workplace agreed ways of working in relation to healthcare tasks are…** |
|  |

**Activity 13.5c:** There are a number of medication and healthcare related tasks you are not allowed to carry out unless you have received the appropriate training. **List** four of these tasks below.

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

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

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| --- |
| **3** |
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| **4** |
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**Activity 13.6a:** Have a look around your workplace and make a **list** of the hazardous substances you have found. Complete the table below to **describe** four hazardous substances and why they are hazardous.

|  |  |
| --- | --- |
| **Hazardous substance** | **Why is it hazardous?** |
|  |  |
|  |  |
|  |  |
|  |  |

**Activity 13.7a:** Complete the grid below to **list** measures that prevent fires from starting or spreading. **Explain** for each measure why and how it works.

|  |  |
| --- | --- |
| **Measures that prevent fires from starting…** | **How and why?** |
|  |  |

|  |  |
| --- | --- |
| **Measures that prevent fires from spreading…** | **How and why?** |
|  |  |

**Activity 13.7b:** Obtain a copy of your workplace fire procedure, or agreed ways of working from your employer, if you work in the private homes of individuals. **Describe** the different steps to take in the event of a fire.

|  |
| --- |
| **1** |
|  |
| **2** |
|  |
| **3** |
|  |
| **4** |
|  |
| **5** |
|  |
| **6** |
|  |

**Activity 13.8a:** Using examples from your work, **describe** five measures that are in place to protect your own and others’ safety and security.

|  |
| --- |
| **1** |
|  |
| **2** |
|  |
| **3** |
|  |
| **4** |
|  |
| **5** |
|  |

**Activity 13.8b:** Using your workplace’s agreed ways of working for checking identity, in the boxes below **explain** how you can ensure that no unauthorised person gains access to the premises or confidential information.

|  |
| --- |
| **Checking the identity of a visitor** |
|  |

|  |
| --- |
| **Checking the identity of a visitor continued . . .** |
|  |

**Activity 13.9a:** The signs and symptoms of stress can be separated into three different groups. For each group below give three examples of possible signs and indicators of stress.

|  |
| --- |
| **Psychological** |
|  |
|  |
|  |

|  |
| --- |
| **Physiological** |
|  |
|  |
|  |

|  |
| --- |
| **Behavioural** |
|  |
|  |
|  |

**Activity 13.9b** Complete the boxes below to **identify** the circumstances that tend to trigger your own and others’ stress.

|  |
| --- |
| **1** |
|  |
| **2** |
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| **3** |
|  |
| **4** |
|  |
| **5** |
|  |
| **6** |
|  |

**Activity 13.9c** Think about situations that may trigger you to feel stressed. **List** five methods you can use to help you manage stressful times or situations.

|  |
| --- |
| **1** |
|  |
| **2** |
|  |
| **3** |
|  |
| **4** |
|  |
| **5** |
|  |