



The Care Certificate

Skills, knowledge and behaviours to provide compassionate, safe and high quality care and support

Name of candidate:	
Target completion date:	
Clinical area:	



School of
**Nursing, AHPs
and Midwifery**

Belong • Grow • Contribute



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A personalised message from Dr Ruth Pearce Head of the School



Congratulations and welcome to UHB Trust and our very own School of Nursing, AHPs and Midwifery.

You are joining a vibrant and diverse community of staff, students and trainees. The school's role is to develop and support caring and innovative Healthcare Support Workers, helping you to Grow, Belong and Contribute to our central purpose of delivering exceptional patient care.

My personal goal is for the school to be seen as an outstanding 21st Century organisation in which the contributions of our Health Care Support Workers transform the care we provide to our patients and their Carers. Our aim is to offer you exciting opportunities for growth and development, and our focus is on providing a supportive and collaborative environment for all.

Whatever your career aspirations, the school provides programmes to support you on your journey. From completing your Care Certificate, accessing our Growth and Progression Pathway or furthering your career as a Healthcare Professional, we want all our learners to feel a sense of belonging, commitment and support.

Our School has a positive and inclusive ethos at its heart, and we encourage a diverse group of staff learners to our hospitals and the wider area by supporting wellness, and a positive workplace learning culture.

Welcome to the School.



Dr Ruth Pearce
Head of School

The Care Certificate – Introduction

What is the Care Certificate?

We would like to take this opportunity to welcome you to joining the UHB family and to introduce you the Care Certificate (CC). The CC was introduced nationally in 2015, as a direct response to the Francis Report (2013) and the subsequent Cavendish review (2013). It provides clear evidence to employers, patients and people who receive care and support, that you, the Healthcare Support Worker (HCSW), have been trained to a specific set of standards. It gives everyone the confidence that you have the skills, knowledge and behaviours to provide compassionate, high-quality care and support to all of the population we serve. The Care Certificate applies across all Health and Social care settings and is an assessment of both knowledge and competence. There are 16 standards that make up the Care Certificate. The standards take account of:

- The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (2013)
- The Chief Nursing Officer for England's '6Cs'. (2012)(as per diagram below)



(Department of Health (DOH), 2012)

The Care Certificate forms part of your induction, and all elements of the Care Certificate should be successfully achieved **within the timeframe given to you during clinical induction week. If you work full time this will typically be 12 weeks after your supernumerary period. If you work part time this will be adjusted accordingly (6 months if you are solely working as UHB+ staff)** Please be advised that if experience any extenuating circumstances then please let us know and we will endeavour to offer you some additional support and or an extension to the time frame. We will only know that you need this though if you let us know, so please get in touch.

To be awarded the Care Certificate you must have completed all the standards enclosed within this workbook. Once achieved, this award is transferrable across all health and social care settings and has no expiry date. So, if you move to another organisation in health or social care, or to a clinical assistant role elsewhere within the Trust, you will not be required to complete it again as long as you have retained evidence of completion.

This book once completed by you and signed off by us will act as your evidence of completion. So please look after it as a certificate alone cannot be used as proof of completion!

You will also be issued with a certificate, from Easy Learning, once we, the Professional Development and Education Team (PDE team) have verified completion.

Please note you do not need to complete the standards in numerical order.

Who does the Care Certificate Apply to?

The Care Certificate should be completed by all of those individuals who are newly appointed into our Healthcare Support Worker (HCSW) family and who have direct clinical contact with patients. This includes those employed in the following roles:

- Adult and Child nursing support roles
- Maternity support worker roles
- Community support worker roles
- Therapy support worker roles
- Radiography support worker roles
- Theatre support worker roles
- Student Nursing Associates
- Assistant Practitioners
- Military Clinical Support

Please be advised that there may be additional roles not listed, where completion of the Care certificate will be at the discretion of your line manager and/or the PDE team at UHB.

How to successfully complete the Care Certificate

To complete the Care Certificate there are several ways in which you will be assessed:

- Full attendance on the required Clinical Induction study days, typically during your 1st week of employment.
- Direct observation of your practice within the clinical setting (wherever a standard says 'demonstrates' then this will be the required method)
- By answering direct questions from your assessor or another occupationally competent practitioner within your department
- By completing all the written work required at the end of each standard

Standard: 1 - 3

When working through these standards with your assessor, it must be in relation to your current job role.

Standards: 4 - 16

When discussing these standards it is preferable to be in relation to your current job role, however it may be in relation to any aspect of your life or in a previous employment if relevant.

Please note: Standard 12 is not included in this workbook as this is achieved by successfully completing Clinical Life Support training which you should have attended during Clinical Induction.

All parts of the workbook must be completed, and each section checked by your workplace Assessor and verified as complete by your line manager on page 48 except for the written work; this will be checked by the Educators/Associate Educators within the PDE Team and signed on page 49.

Please note: that all standards are applicable to your role wherever you work, so please ensure that all sections are completed in full. If you are unsure how to meet any part of a standard, then the PDE Team are on hand to help you and their contact details can be found within this document on page 8.

All the standards and activities must be completed **BEFORE** this book is handed in. If not completed in full the book will be returned to you for completion. You will not be issued a certificate of completion until it is fully completed and signed off by the PDE team.

Who can help me? The role of others

Line Manager's role

Your Manager is:

- Responsible for allocating you with an occupationally competent assessor within your department.
- Providing advice and support to you, if and when required.
- Verifying that you have completed all sections of the workbook prior to submission.

Assessor's role

For the duration of the Care Certificate, you will have the support of the clinical staff in your area of work and a nominated workplace assessor. Your assessor can be another HCSW, or a registered member of staff, with at least six months experience within your clinical area. The exception to this is Student Nurses/Student Allied Health Professionals and bank/agency staff who are not permitted to act as Assessors.

It is the responsibility of the Assessor to ensure that you have demonstrated the appropriate level of knowledge and clinical competence before signing you off in a particular standard.

Educator's role

The Educators and Associate Educators can assist you with completing your Care Certificate. They can be contacted via email for help and advice. Please make use of them if you are struggling with any aspect of your work. They are always happy to help.

Join our Instagram family
@UHB_SON



Email us at
helloHCSW@uhb.nhs.uk

Meet Your Educators

Lead for the Care Certificate, Patient Observations for HCSW and Growth and Progression Pathway

Michelle Perry, Senior Educator- Michelle.Perry@uhb.nhs.uk **Based at Solihull Hospital**

Deputy Lead for the Care Certificate, Patient Observations for HCSW and Growth and Progression Pathway

Jenny Spires, Educator- Jennifer.Spires@uhb.nhs.uk **Based at Solihull Hospital**

Associate Educators:

Based at Queen Elizabeth Hospital (QEH)

John McCarthy, Ext: 14259 Email: John.McCarthy@uhb.nhs.uk

Jan Greenway, Ext: 14257 Email: Janet.Greenway@uhb.nhs.uk

Reece Jones, Ext: 14257 Email: Reece.Jones@uhb.nhs.uk

Based at Heartlands Hospital (BHH) and Good Hope Hospital (GHH)

Emma Fennell, Ext: 42081 Email: Emma.Fennell@uhb.nhs.uk

Ayo Afe, Ext: 49660 Email: Ayokunle.Ake@uhb.nhs.uk

Based at Solihull Hospital (SHH)

Jenny Spires, Ext: 44189 Email: Jennifer.Spires@uhb.nhs.uk

UHB+

Janet Greenway, Ext: 14257 Email: Janet.Greenway@uhb.nhs.uk

Associate Educator Administrator:

Sue Martin, Ext: 14259 Email: Susan.Martin@uhb.nhs.uk



Reece Jones



John McCarthy



Jan Greenway



Sue Martin



Michelle Perry



Emma Fennell



Ayo Afe



Jenny Spires

Care Certificate Learning Contract

As a newly appointed HCSW, I commit to assuming my responsibilities, in accordance with the five key points below:

- Adherence to the HCSW Code of Conduct (2013)
- Reading, understanding and adhering to UHB policies, guidelines and procedures that apply to the HCSW role.
- Committing time, energy and enthusiasm to completing the standards with my Assessor(s) and others within my team
- To complete all work within the specified time frame or 6 months for Bank Staff
- To produce all of my own written work, in my own handwriting (unless express permission has been sought from the PDE team)
- Responding promptly to any correspondence from the Professional Development and Education Team (PDE Team) in regards to completing the award

I am aware that failure to complete this workbook within the agreed time frame may have implications for my continued employment within the organization. By signing this document I am agreeing to contact the PDE team should I experience any difficulties regarding either the completion of this workbook or meeting the deadline for submission

I Agree to the above

Signature: Date.....

The Assessor agrees to:

Work with the HCSW regularly during the specified period (Not applicable to Bank staff) and provide support and guidance with the standards to be achieved

I Agree to the above

Signature: Date.....

Standard 1: Understanding Your Role

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge			
The HCSW is able to: -			
Demonstrate a clear understanding of the main roles and responsibilities of their job role			
Explain the reasons for needing to work within the boundaries of their job description			
List the standards and show an awareness of the Code of Conduct and practice for HCSW's and how it relates to their role			
Explain why their own beliefs should not affect the way they work with others			
Verbalise the UHB Vision and Values, and what it means in terms of their role.			
Explain why it is important to work in ways that are agreed with their employer			
Explain how and when to escalate any concerns they might have (whistleblowing)			
Explain why it is important to be honest and identify where errors may have occurred and to inform the appropriate people			
Explain what they should do if they have any concerns about the way they or other members of staff are being treated.			
Describe how to distinguish between a personal and professional relationship.			
Explain the importance of teamwork within their area of work.			
Identify key members of their team that they need to work with and has a basic understanding of their role			
Observed in Clinical Practice			
Demonstrates the ability to access policies and procedures that are important to their role via the Trust Intranet i.e., data protection, infection control, safeguarding, appraisals, health and safety.			
Demonstrates the ability to work well as part of a team			

Standard 1- Understanding your role

1.1a Please look at The Code of Conduct for Health Care Support workers (2013) and list the key features below. (The reference can be found at the back of this book)

1.1 b How does the Code of Conduct (above) relate to your role?

1.2 We all have bad experiences from time to time, which can affect how we are thinking and feeling on any given day. What steps could you take to minimise the impact that your thoughts and feelings might have on your ability to work with patients?

1.3 As a HCSW what kind of concerns should you report to senior staff? Please provide us with 3 examples below and why it would be important to report these concerns.

1.4 As a HCSW it is important to form appropriate relationships with patients and co-workers. What do the following relationships mean to you?

Working Relationship

Personal Relationship

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1.5 The 6 C's are the six values that are widely recognized as applying to the work of Healthcare staff. Please list them below and provide a brief description of what each of them mean in terms of your role.

Value	Meaning
C	
C	
C	
C	
C	
C	

By signing below, I am confirming that the HCSW understands their role, responsibilities and limitations to practice.

Confirmation of completion Standard 1 Understanding your role

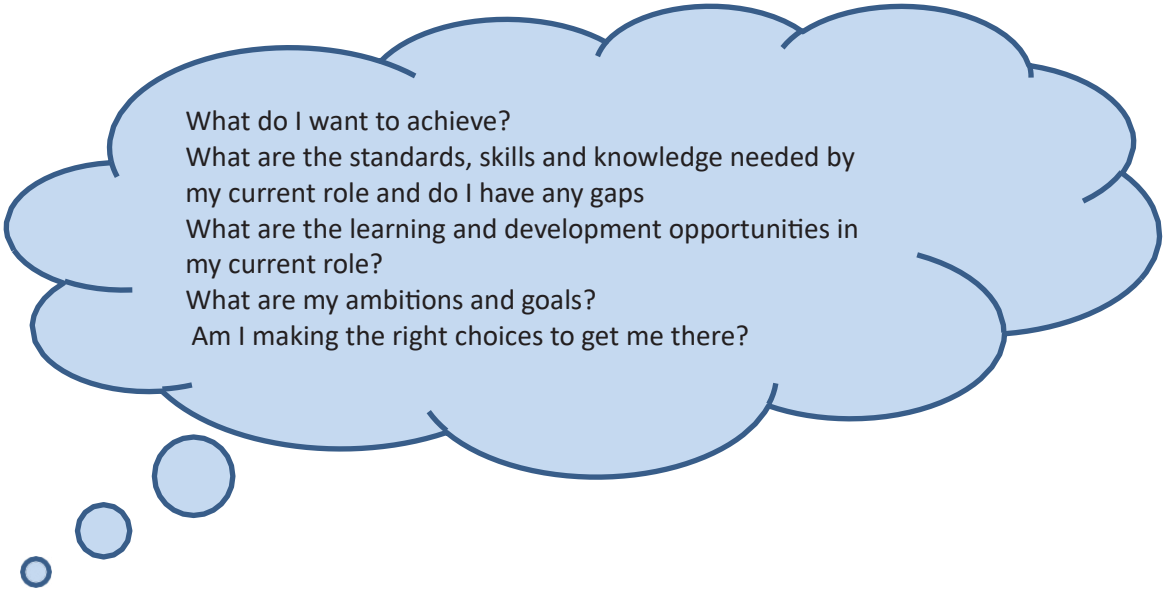
Date	Assessor print name	Assessor signature

Standard 2: Your Personal Development

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge The HCSW is able to: -			
Explain why professional development is so important within healthcare.			
List what learning opportunities are available to them and why it is important to continue learning.			
Demonstrate awareness of how to access numeracy and literacy support should they require it			
Explain the process for having an appraisal and why an annual appraisal is so important.			
Explain why feedback from others is important in helping to improve and develop in their role			
Describe the different forms of feedback that can inform the way we work.			
Observed in Clinical Practice			
Demonstrate the ability to access training and development via the Trust intranet.			

Standard 2- Personal Development

2.1 Thinking about your first 6 months in post, please identify your learning needs and what training/support is available to you. You may wish to consider the following:-



Make a note of your development plan below. Including a timeline of when you would like to have achieved each goal.

2.2 Describe how different learning activities have helped to improve your knowledge skills and understanding. This can be formal or informal development.

Development Activity	Description of the development Activity/event	How has this activity or event helped to improve your knowledge, skills and understanding?

By signing below, I am confirming that the HCSW understands the importance of personal development and how to access development opportunities.

Confirmation of completion Standard 2- Personal Development		
Date	Assessor print name	Assessor signature

Standard 3: Duty of Care

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge			
The HCSW is able to: -			
Describe their role in managing conflicts and dilemmas at work.			
Articulate what to do if a patient or relative complains to them.			
Explain why it is important to learn from mistakes.			
Describe how to recognize adverse events, incidents and near misses and the appropriate action to take			
Describe how communication can be used to solve problems and reduce the likelihood or impact of confrontation			
Observed in Clinical Practice			
Demonstrate the ability to access the Trust incident reporting system.			
Demonstrate the ability to respond appropriately to comments and complaints			

Standard 3 – Duty of Care

3.1 Activity- Word search. The words below apply to the term ‘Duty of care’ Please find the words in the word search below.

A	D	V	O	C	A	T	E	W	O	N	R	A	F	P
B	C	L	C	R	W	E	L	L	B	E	I	N	G	N
S	O	C	L	W	S	P	O	U	L	G	G	H	C	O
A	N	P	O	L	I	C	I	E	S	L	H	O	K	N
F	S	N	U	U	D	Q	S	Y	L	I	T	C	I	J
E	E	T	D	M	N	Z	D	Z	E	G	S	A	C	U
T	N	C	S	I	Y	T	A	X	G	E	W	P	O	D
Y	T	H	E	K	U	C	A	K	A	N	R	A	N	G
X	P	O	C	P	O	B	H	B	L	C	D	C	D	E
J	A	L	H	A	M	H	O	F	I	E	S	I	U	M
R	E	P	O	R	T	I	N	G	L	L	P	T	C	E
D	A	D	I	O	P	R	G	S	B	E	I	Y	T	N
E	R	V	C	O	M	P	L	A	I	N	T	T	M	T
S	M	Y	E	S	Q	L	E	A	N	G	Q	B	Y	A
F	T	M	N	M	C	A	N	D	O	U	R	A	T	L

- Accountability
- Advocate
- Candour
- Capacity
- Choice
- Complaint
- Conduct
- Consent
- Legal
- Negligence
- Non-judgmental
- Reporting
- Safety
- Wellbeing

3.2 Choose 3 of the words listed above and write your definition of what these mean to you in your role.

Word	Definition

3.3 Reflect on a time when you have had to exercise your duty of care to others. This may be a patient or a work colleague. What was the situation, what were your actions, what was the outcome? Is there anything that you could have done better?

3.4 There will be times when your duty to safeguard the wellbeing of the individual is in conflict with your duty to promote the individual's right to take risks. However, these situations may cause you a dilemma and you may not know the right thing to do to keep them safe, at the same time as enabling them to make their own choices.

Think of two dilemmas that might arise in your work and describe these in the space below. Dilemma

1

Dilemma 2

3.5 For the two dilemmas that you have described please complete the table below to explain what you must and must not do within your role as a HCSW. Please also identify where you could get additional support and advice to help you resolve the situation.

	What you must do within your role	What you must not do within your role	Where could you get additional support and advice to resolve the dilemma & why?
Dilemma 1			
Dilemma 2			

By signing below, I am confirming that the HCSW is aware of the duty of care and responsibility to Others.

Confirmation of completion Standard 3 -Duty of care		
Date	Assessor print name	Assessor signature

Standard 4: Equality and Diversity

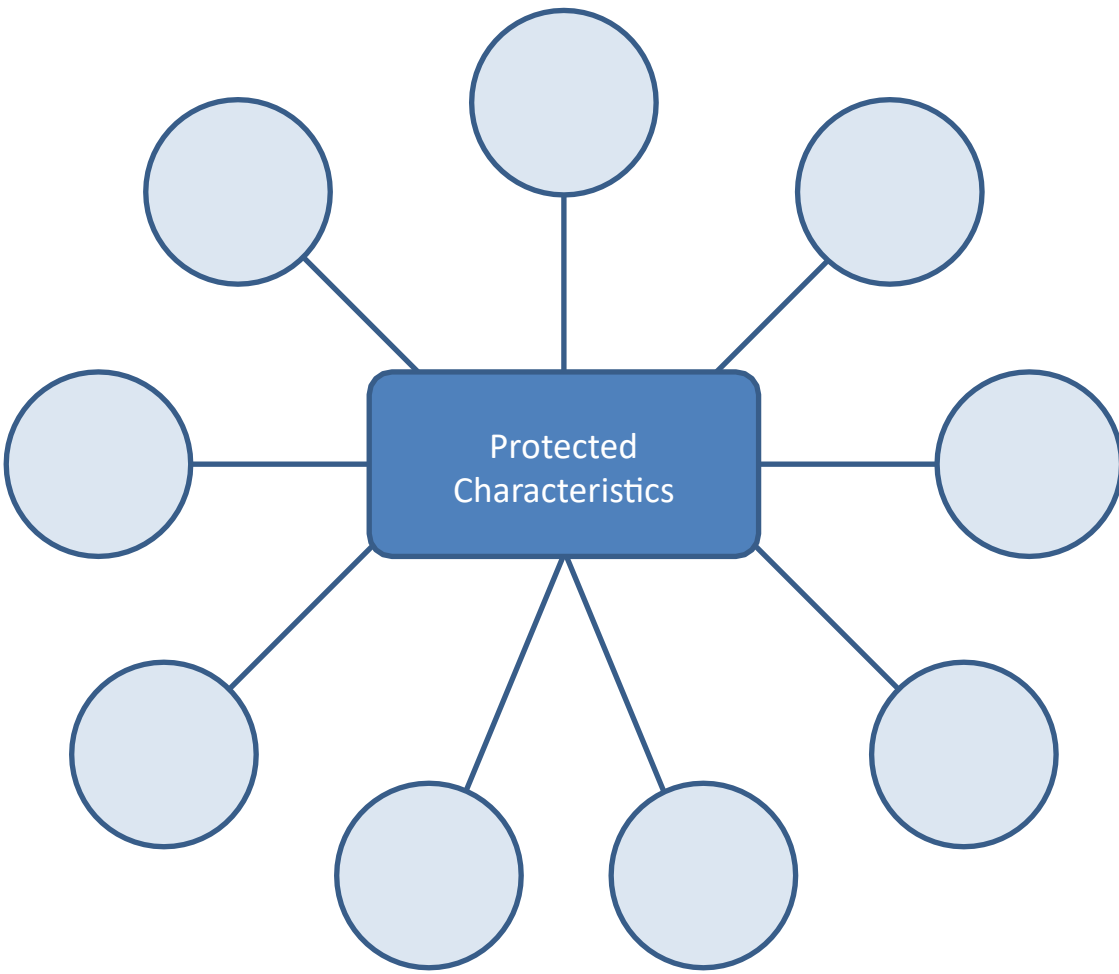
Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge The HCSW is able to: -			
Explain what is meant by: Diversity Equality Inclusion Discrimination			
Describe ways in which discrimination can occur in your work setting.			
Explain who to contact if they have any concerns or need any support relating to Equality, Diversity and inclusion			
Observed in Clinical Practice			
Demonstrate the ability to look after a patient while respecting their beliefs, protected characteristics, culture, values and preferences.			

Standard 4 Equality and Diversity

4.1 Thinking about discrimination Please describe what the following terms mean.

Labelling	
Stereotyping	
Prejudice	

4.2 There are 9 protected characteristics outlined in the Equality Act 2010. Please label the circles below with each of the 9 characteristics



4.3 Choosing 3 of these characteristics please consider 3 situations where there might be the risk of discriminatory practice towards an individual and how this risk could be reduced

Protected characteristic	What is the potential for discriminatory practice?	How could the risk of discriminatory practices be minimised

4.4 If you were to witness, or be subject to discrimination what should you do?

By signing below, I am confirming that the HCSW has a good understanding of Equality, diversity and inclusion

Confirmation of completion Standard 4- Equality and diversity		
Date	Assessor print name	Assessor signature

Standard 5: Work in a Person- Centred Way

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge			
The HCSW is able to: -			
Explain the importance of adhering to an individualised plan of care.			
Articulate why it is not appropriate to incorporate their own attitudes and beliefs into patient care.			
Identify when and who to inform when there is difficulty in meeting the patient's needs.			
Articulate how they would identify if a patient was in pain, or distressed in any way and what they would do to address this.			
Observed in Clinical Practice			
Has been observed to be caring for patients in a person centred, dignified way, incorporating the patients emotional and spiritual wellbeing as well as being respectful of equality, diversity and inclusion			
Demonstrate that their actions promote person centred values including: • individuality • independence • privacy • partnership • choice • dignity • respect • rights			
Demonstrates the ability to make changes to the patient's position and environment to make them as comfortable, as able.			

Standard 5 Work in a Person-Centred Way

There will be times when our own personal views, values and attitudes may differ from a patient. However, it is our responsibility to ensure that our own beliefs do not impact on the care delivered and remain person-centred at all times.

5.1 Reflect on a time when this may have happened to you. Describe the circumstances & how you dealt with this. Is there anything that you learnt from this situation? What would you do differently next time?

5.2 What actions can you take to maximise a patient's comfort? Provide a list below.

5.3 Explain how individual identity and self-esteem might be linked to a feeling of well-being.

By signing below I am confirming that the HCSW has demonstrated the ability to provide person-centred care to patients

Confirmation of completion Standard 5- Work in a person-centred way		
Date	Assessor print name	Assessor signature

Standard 6: Communication

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge			
The HCSW is able to: -			
Articulate how communication affects relationships at work.			
List the barriers to effective communication.			
Articulate ways to reduce barriers to effective communication.			
Describe how to check whether they have been understood.			
Explain what communication aids there are available in their area or that patients may have in their own homes and how to maintain them.			
Describe the communication box and its purpose and where it can be found in their area. (Not applicable to areas outside of adult inpatient settings)			
Explain who to contact if they need help with communication needs.			
List ways that the Trust communicates with staff.			
Articulate the importance of confidentiality in their day-to-day work.			
Explain what to do if an outside agency e.g., the police, asked for confidential information about one of their patients.			
Observed in Clinical Practice			
Demonstrates the ability to communicate effectively and in a respectful way with others.			

Standard 6 Communication

6.1 What are the potential barriers that can prevent effective communication? Having listed these please identify ways in which these barriers could be minimized

Potential Barrier	Ways to minimise

6.2 Why is it so important to communicate effectively with the following?

Patients	
Friends and Relatives	
Team	

6.3 A patient has been admitted to hospital following an assault. You are approached by a police officer to provide information regarding how the patient is and when they are likely to be discharged. What would you do?

6.4 Reflect on a time either in your working or home life where communication was an issue. What happened? What went well/not so well? What was the outcome? What did you learn from this? What would you do differently?

By signing below, I am confirming that the HCSW has demonstrated the ability to communicate effectively and understands the barriers to effective communication and ways to overcome them.

Confirmation of completion Standard 6- Communication		
Date	Assessor print name	Assessor signature

Standard 7: Privacy and Dignity

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge			
The HCSW is able to: -			
Articulate what privacy and dignity means in relation to healthcare.			
Describe situations in their area where privacy and dignity may be compromised.			
Explain what they would do if they had concerns about a patient's ability to question or challenge decisions made about them by others.			
Explain what they would do if a patient's privacy and/or dignity was compromised.			
Articulate what is meant by patient advocacy			
Observed in Clinical Practice			
Demonstrates the ability to provide appropriate personal hygiene to patients including a full assisted wash if required (where this is part of your job role). Considering all fundamental activities of daily living			
Demonstrates the ability to support patients to actively participate in their own care. Promoting independence wherever possible			
Has been observed consistently maintaining the privacy and dignity of individuals in their work setting			

Standard 7 Privacy and Dignity

7.1 What do the following terms mean to you?

Privacy is.....	
Dignity is.....	

As health care workers we should be treating our patients and each other with dignity and respect.

7.2 Describe 3 situations where a patient's privacy and dignity could be a challenge and describe how you might address these challenges.

Situation	How could you help to maintain privacy and dignity?

7.3 Describe what is meant by the term 'informed choice'?

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By signing below I am confirming that the HCSW has demonstrated the ability to respect and promote the privacy and dignity of others

Confirmation of completion Standard 7- Privacy and Dignity		
Date	Assessor print name	Assessor signature

Standard 8: Fluids and Nutrition

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge			
The HCSW is able to: -			
Articulate why food safety including good hygiene is important.			
Explain how fluids and nutrition are/could be provided for patients in a hospital setting or within the patient's own home.			
Explain the importance of good nutrition and hydration in maintaining health and well-being			
Articulate who to inform if they have concerns about a patient's fluid or nutritional intake.			
Observed in Clinical Practice			
Demonstrate the ability to support the needs of patients, encouraging good nutrition and hydration within their individual plan of care.			
Has been observed to position food and drink for patients in easy reach ensuring that the patient can access them independently where they are able			

Standard 8 – Nutrition and Hydration

It is essential to take adequate precautions to ensure that food is safe for the patients to eat, as some groups of individuals are more vulnerable to food related illnesses than others.

8.1 When serving food to patients what basic principles should be applied to food safety & hygiene?

8.2 What is the importance of adequate nutrition and hydration in maintaining health and well-being?

8.3 As a HCSW you play an essential role in encouraging good nutrition and hydration for your patients. Looking at the scenarios below describe what barriers there may be and how you might promote adequate nutrition and hydration for each individual.

An individual who has had a stroke, has difficulty swallowing and has a weakness on the left side of their body.	
An individual who has advanced dementia and may forget to eat and drink.	
An individual with impaired vision who requires assistance in order to maintain their independence.	
A child who is refusing to eat and drink.	

8.4 a What precautions could we put in place for patients with food allergies?

8.4 b What are the signs and symptoms that a patient may be having an anaphylactic reaction and what actions would you take?

By signing below, I am confirming that the HCSW has demonstrated the ability to support patients with receiving adequate nutrition and hydration.

Confirmation of completion Standard 8- Nutrition and Hydration		
Date	Assessor print name	Assessor signature

Standard 9: Awareness of Mental Health, Dementia and Learning Disability Issues

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge The HCSW is able to: -			
Explain how some symptoms of mental health conditions may be mistaken for other medical conditions.			
Articulate why early diagnosis is important in relation to dementia or other cognitive issues.			
Describe what a mental capacity assessment is.			
Explain who to contact/inform if dementia/cognitive impairment is suspected.			
Demonstrate an understanding of what is meant by the term capacity			

Standard 9- Awareness of Mental Health, Dementia and Learning Disabilities

While you may not be working in a role that directly supports people with mental health, dementia or learning disabilities, it is important that as a HCSW you have an awareness of these conditions.

9.1 How can you ensure that an individual's rights are respected where there is evidence of a mental health condition, dementia or Learning disability?

9.2 Please join up the condition to the correct description.

Dementia

Is a common clinical syndrome characterised by disturbed consciousness, cognitive function or perception, which has an acute onset and fluctuating course. It usually develops over 1-2 days.

Delirium

Is an umbrella term for a range of progressive conditions that affect the brain. Each type stops a person's brain cells (neurons) working properly in specific areas, affecting their ability to remember, think and speak.

Anxiety

A neurodevelopmental condition of variable severity with lifelong effects that can be recognized from early childhood, chiefly characterized by difficulties with social interaction and communication and by restricted or repetitive patterns of thought and behaviour.

Autism

A mood disorder that causes a persistent feeling of sadness and loss of interest.

Depression

A feeling of unease, such as worry or fear, that can be mild or severe.

9.3 Why is it important to assume that someone has capacity unless they have been assessed as not having it?

9.4 What is the ‘All About Me document’, who can complete it and how is it used to inform the care that is delivered?

By signing below, I am confirming that the HCSW has demonstrated an awareness of mental health, dementia and learning disabilities.

Confirmation of completion Standard 9- Awareness of mental health, dementia and learning disabilities		
Date	Assessor print name	Assessor signature

Standard 10: Safeguarding Adults

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge The HCSW is able to: -			
Describe the term 'Safeguarding'.			
List the main types of abuse.			
Describe what meant by causing harm.			
Explain circumstances where a patient may be vulnerable to harm or abuse.			
List possible indicators of harm or abuse.			
Explain the importance of sharing information with the relevant agencies.			
Explain who to contact if they have Safeguarding concerns about a patient.			
Describe what their responsibilities are as a HCSW in reporting suspected harm or abuse			

Standard 10- Safeguarding Adults

10.1 Certain groups of patients are particularly vulnerable to harm or abuse. What types of patients could potentially fall into this category?

10.2 From your list above identify 2 types of people who might be more susceptible and explain why this may be the case.

10.3 Abuse can take many forms. According to the Care Act 2014 there are 10 different forms that have been identified. These are:-

- Physical
- Sexual
- Financial
- Domestic violence
- Modern slavery
- Neglect
- Self-neglect
- Psychological
- Organizational
- Discriminatory

As a HCSW you have a pivotal role in identifying when a patient may be at risk of harm or abuse. In the table below please identify 3 forms of abuse and what the possible signs might be. An example has been provided overleaf to get you started.

Type of abuse	Possible indicators
Example Modern slavery	Being malnourished or neglected, rarely being allowed to go anywhere alone, seemingly under the control or influence of others. Having few personal belongings or documents. Avoiding eye contact, being withdrawn

10.4 As a HCSW what is your role in the safeguarding of vulnerable adults in your care?

By signing below, I am confirming that the HCSW has demonstrated an awareness the possible signs of harm or abuse and understands their role in safeguarding adults.

Confirmation of completion Standard 10- Safeguarding adults		
Date	Assessor print name	Assessor signature

Standard 11: Safeguarding Children			
Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge The HCSW is able to: -			
Explain what to do if they suspect a child/young person is being abused or neglected.			
List the categories of abuse for children.			
Describe the possible signs of child abuse or neglect.			
Identify health issues that could affect a parent's ability to safely care for their children.			
Describe some of the additional risk factors that exist for children.			

Standard 11- Safeguarding children

Although you may not have contact with children as part of your day-to-day work, it is still important. that you are aware of your role in relation to safeguarding children

11.1 In your role as a HCSW what actions would you take if an allegation of abuse was made in relation to a child?

11.2 Please list 3 possible signs or symptoms that might indicate the possibility that a child may be experiencing for each of the following types of abuse

Type of abuse	Possible signs and symptoms
Physical Abuse	
Emotional Abuse	
Sexual Abuse	
Neglect	
Radicalization	
Child trafficking	
Female genital mutilation (FGM)	

By signing below, I am confirming that the HCSW has demonstrated an awareness the possible signs. of harm or abuse and understands their role in safeguarding children

Confirmation of completion Standard 11- Safeguarding Children		
Date	Assessor print name	Assessor signature

Standard 13: Health and Safety

Element of competence to be achieved	Date	HCSW signature	Assessor signature
Knowledge The HCSW is able to: -			
Describe what a risk assessment is and why it is important.			
Explain how fires can be prevented and their role if a fire is suspected / found.			
Describe different types of accident or illness that could occur in their workplace and what they would do about it.			
Explain the emergency first aid actions that they are and are not allowed to perform.			
List what hazardous substances there are in their workplace and how they should be stored.			
Describe what Trust security measures are in place and why they are there.			
Explain what circumstances may increase the likelihood of someone suffering from stress.			
Describe ways in which other people, as well as themselves, may appear stressed, and how this may be managed.			
Observed in Clinical Practice			
Has been observed in the safe moving and handling of patients in their area.			
Has been observed maintaining a safe environment for self and others			

Standard 13- Health and Safety

13.1 Identifying potential hazards in the workplace is everyone’s responsibility and your employer has a duty of care to keep you safe whilst at work. In the table below list some of the potential hazards you might encounter at work and what actions will enable you to stay safe to prevent harm

Potential hazard	Preventative measure

As part of your health and well-being it is important to recognize the signs and symptoms of stress, particularly as everyone will respond to stress differently.

13.2 What are the potential signs of stress that could be experienced in yourself or others?

13.3 What strategies might help when dealing with stress?

By signing below, I am confirming that the HCSW has demonstrated an understanding of health and safety and their role in keeping themselves and others safe.

Confirmation of completion Standard 13- Health and safety		
Date	Assessor print name	Assessor signature

Standard 14: Handling Information

Element of competency to be achieved	Date	HCSW signature	Assessor signature
Knowledge			
The HCSW is able to: -			
Explain what Data Protection is.			
Describe who to contact if they have concerns about Data Protection.			
Recognize the importance of information governance and the implications of not adhering to the legal requirements			
Discuss when they may be required to divulge personal information about someone and who to ask for advice.			
Observed in Clinical Practice			
Has been observed to keep patient records up to date, complete, accurate and legible.			
Demonstrates the ability to maintain the safe and secure storage of patient records.			

Standard 14- Handling Information

14.1 The information about an individual's care and support may be personal and sensitive and must be treated as confidential. What would you do if you overheard a colleague discussing a patients' private information over the phone? Explain how and to whom you would report any concerns?

14.2 Please give four examples of ways in which information governance could be breached and the measures that you should adhere to minimise such breaches.

Example of potential breach	Preventative Measures

By signing below, I am confirming that the HCSW has demonstrated how to manage handling information and their role in keeping themselves and others safe.

Confirmation of completion Standard 14- Handling information		
Date	Assessor print name	Assessor signature

Standard 15: Infection Prevention and Control

Element of competency to be achieved	Date	HCSW signature	Assessor signature
Knowledge			
The HCSW is able to: -			
Describe the main ways an infection can get into the body.			
List the high-risk activities where hand hygiene must be observed.			
Explain the importance of staff's own health and hygiene at work.			
List the Personal Protective Equipment (PPE) that is available in their area and when it should be used.			
Discuss the correct procedure when handling. Clinical waste Soiled linen			
Describe the actions to take if they receive a sharps injury at work			
Observed in clinical Practice			
Has demonstrated the ability to wash hands as per Trust policy			
Has demonstrated the ability to handle waste in the appropriate manner and in accordance with Trust policy			

Standard 15 –Infection Control

15.1 As a HCSW what your personal responsibilities in relation to infection control are to minimise the spread of infection.

15.2 What forms of PPE (Personal protective equipment) are available to you and provide examples of when should they be used?

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15.3 List 5 occasions (moments) when a HSCW should wash their hands when working clinically.

Moments	
1	
2	
3	
4	
5	

By signing below, you are verifying that the HSCW has a sound knowledge of Infection prevention and control practices.

Confirmation of completion Standard 15- Infection prevention and control		
Date	Assessor print name	Assessor signature

Standard 16: Awareness of learning disability and autism

Element of competency to be achieved	Date	HCSW signature	Assessor signature
Knowledge The HCSW is able to: -			
Can explain what is meant by the terms learning disability and autism and the difference between them.			
Discuss what reasonable adjustments can be made for an individual with a learning disability and/or autism.			
Can explain the importance of the triangle of care and why meaningful involvement and inclusion of carers is necessary.			
Can effectively communicate with an individual with a learning disability and/or autism.			
Can demonstrate effective and inclusive care with an individual with a learning disability and/or autism.			

Standard 16 – Awareness of learning disability and autism

16.1 Please check this box to confirm you have completed the Oliver McGowan - Learning Disability & Autism Training (E-Learning) []

Confirmation of completion Standard 16- Awareness of learning disability and autism
(By signing below you are confirming that you have checked completion of the online Oliver McGowan training)

Date	Assessor print name	Assessor signature

Final confirmation of completion

HCSW (Individual completing the Care Certificate)

HCSW Name	
Payroll number	
Clinical Area	
Date commenced Care Certificate	
Date completed Care Certificate	

Ward or department manager

I confirm that the above HCSW has successfully completed all elements of the Care Certificate workbook and I understand that this workbook acts as evidence to future employees that the above named HCSW has completed the programme to the standard required.

Print Name	
Signature	
Designation	
Date	

Please refer to page 50 before signing this page.

IMPORTANT:

Once the Care Certificate workbook is completed you need to;

- Ensure your line manager checks your work and has verified your completion of the workbook including all associated observations and written work and has been signed the section on page 48 of this book
- Contact your identified Educator/Associate Educator so that you can arrange for your workbook to be recorded on the Care Certificate database.
- Provide your manager with a signed copy of the Confirmation of Care Certificate completion page for your personal file.

Once verified by the PDE team a certificate of completion will be available to you on Easy Learning.

PLEASE NOTE:

Once your workbook has been reviewed by the PDE Team and documented onto the data base, you will be contacted to come and collect your book, or you can call to arrange to have it delivered to you if you are based on one of the 4 hospital sites. Please note that completed books can only be kept by the PDE team for 6 months after which time they may be destroyed. So please collect promptly as the original document is proof of your successful completion and can be used as evidence to any future employers.

This is to certify that all of the Care Certificate standards have been met and verified by the PDE team and the award is now complete

Date	Associate/Educator (print name)	Associate Educator/Educator signature

References and further reading

THE CAVENDISH REVIEW (2013) The Cavendish Review. An Independent Review into Health Care Assistant and Support Workers in the NHS and Social Care Settings.
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/236212/Cavendish_Review.pdf

DEPARTMENT OF HEALTH (DOH) (2012). Compassion in Practice: Nursing, Midwifery and Care Staff – Our Vision and Strategy. London: Department of Health.

THE EQUALITY ACT (2010) www.gov.uk/equality-act-2010-guidance

FRANCIS, R. (2013) Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry. London: The Stationery Office

NURSING TIMES RESPONSE (2013) Francis Report: Francis in Brief: Key Nursing Recommendations. Vol 109 (19) pp 15-20

SKILLS FOR CARE & SKILLS FOR HEALTH (2013) Code of Conduct for Health Care Support Workers and Adult Social care Workers in England.

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Building healthier lives