

# THE CARE CERTIFICATE WORKBOOK



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Skills for Care, Skills for Health and Health Education England would like to express their appreciation and thanks for everyone who contributed to the making of the Care Certificate workbook. With special acknowledgement and thanks to Highfield Qualifications who compiled this resource and were the main body of consultants for this important piece of work.

# Care Certificate Workbook

## Background

The Care Certificate was introduced in April 2015. It is expected that all those working as healthcare assistants and adult social care workers undertake this learning as part of their induction programme. The Care Certificate was created as a result of the Cavendish Review which was published in July 2013. This review was part of the response to the Francis Inquiry into the failings of care at the Mid-Staffordshire NHS Trust.

The Cavendish Review found that the training and development of healthcare assistants and adult social care workers was often not consistent or good enough. Cavendish proposed that a new 'Certificate of Fundamental Care' be created to improve this and that led to the 'Care Certificate'. The Care Certificate covers the learning outcomes, competences and standards of behaviour that must be expected of support workers in the health and social care sectors. It aims to make sure that you are caring, compassionate and provide quality care in your work. The certificate builds on and replaces the earlier induction programmes: social care's Common Induction Standards (CIS) and health's National Minimum Training Standards (NMTS).

<https://www.skillsforcare.org.uk/document-library/standards/national-minimum-training-standard-and-code/nationalminimumtrainingstandards.pdf>

There are 15 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
- the Chief Nursing Officer for England's '6Cs'. These are care, compassion, competence, communication, courage and commitment.

### Who does the Care Certificate apply to?

You will be expected to undertake the Care Certificate if you are 'new staff, new to care' employed as:

- a healthcare assistant, assistant practitioner, care support worker or you support clinical roles where there is direct contact with patients
- an adult social care worker, providing direct care in residential and nursing homes or a hospice, or you are a home care worker.

Other roles may be included where achievement of all of the standards is possible. As some of these roles would be very different in health and social care it is up to the employer to decide whether the Care Certificate is appropriate. However, to be awarded the Care Certificate you must meet all of the outcomes and assessment requirements.

The Care Certificate:

- applies across the health and social care sectors
- is portable between sectors and organisations
- is an assessment of both knowledge and competence.



This means that you will cover the same areas of learning as all the workers who undertake the Care Certificate. You will be assessed on what you **know** and what you **do to show** you understand and can carry out the standards in your role. You could use the learning towards some existing qualifications in the sector and you will be able to take your certificate with you if you move to another role in health or social care.

### Teaching the Care Certificate

The Care Certificate Workbook covers the knowledge content of the Care Certificate but the certificate cannot be completed based on use of the workbook alone. In addition to the knowledge content, the Care Certificate includes almost 50 areas of workplace assessment.

Your employer has a responsibility to provide an induction to ensure that you have the skills, knowledge and understanding you need to do your job. The Care Certificate may be used as part of your induction as it sets out fundamental skills that you will need to be competent when working in health and social care.

Each standard must be completed and assessed before you can work without direct supervision in any setting. This should happen at the beginning of your employment and can be done in a phased way. As you meet each individual standard, you could be allowed to do the areas of work covered by that standard without direct supervision, while still needing supervision in other areas.

The Care Certificate is not a replacement for the induction and training which is specific to the job you are employed to do and the employer and workplace where you work.



### After completing the Care Certificate

The Care Certificate is not a licence to practise. Evidence of having met its standards might also be able to be used towards some regulated qualifications and apprenticeships in health or social care.

It is your employer's responsibility to award the Care Certificate to you. While your employer should record your achievement, they should also provide you with a certificate as your own record. It is recommended that you keep the certificate as evidence of completion, as well as any additional documentation you believe would be beneficial to other employers. This will help avoid the need to repeat learning if you move to other health and social care roles, though periodic refreshers on some content may always be required.

## This workbook

The workbook covers what you need to know and understand for each standard in the Care Certificate. It has questions and activities for you to complete to show that you have understood the information and how it applies to your work.

Your employer may adapt the activities to make them relevant to your work. Your assessor will use your answers to decide whether you have the **knowledge** to meet that standard. Your employer will then need also to assess your **competence** in some parts of the Care Certificate, where required by the particular standard you are doing, by observing you in your workplace. It is important that this is undertaken before you are expected to work with indirect or remote supervision on the tasks being assessed.

Once all parts of the practical assessments for all the standards are achieved and the assessor is satisfied you have the knowledge required for each standard, you will be awarded the Care Certificate.

## Further Information

The Care Certificate Workbook is an optional resource for those new to the health or adult social care sector. Your employer may choose to cover this knowledge learning in different ways including presentations, group work, one to one discussions, e-learning, learning provider materials etc.

Health and adult social care employers can use and adapt the content of the Care Certificate Workbook to support their induction processes. If adapting the workbook, employers should ensure that the revisions continue to enable their workers to achieve the learning outcomes of the Care Certificate.

There is no need to print copies of the Care Certificate Workbook. It has been designed as a resource that can be downloaded and answered by typing your answers into the document for your employer to review. If you want to use the workbook but do not use a computer, speak to your employer about how to show them what you have learnt.

The Care Certificate Workbook will be periodically updated. While the workbook can be used to help refresh learning, there is no expectation that each time a revised version is published that you would need to redo the workbook.

To complement the Care Certificate Workbook, a number of Care Certificate Presentations are available to download. There are presentations available for all Standards apart from 10, 11, 12 and 13, as the content of those should be covered by each employer's existing training.

## What now?

Make a plan with your manager or assessor to achieve the Care Certificate.

Agree when you will begin.

**NAME:**

**JOB ROLE/JOB TITLE:**

**EMPLOYER:**

**LINE MANAGER:**

**You can use this table as your overall Care Certificate plan.**

However, you do not have to do the standards in numerical order. The order you do them in will be for your employer or manager to decide, but you should make sure you understand what standard you are working towards at any given time. Also, you do not have to have finished one standard before you start on the next: some of the things you are assessed on might show that you have knowledge or competences that count towards more than one standard at a time.

The sections in this workbook go through the Care Certificate standard-by-standard, so you can use each section to make break the plan down into more easy-to-manage stages for showing that you meet each standard.

<b>STANDARD</b>	<b>PLANNED COMPLETION DATE</b>	<b>KNOWLEDGE COMPLETE (assessor sign-off)</b>	<b>OBSERVATION COMPLETE (assessor sign-off)</b>	<b>DATE COMPLETED</b>
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- For more information on the Care Certificate, contact Health Education England, Skills for Health or Skills for Care