

<b>Policy No: 03-1405</b>	<b>Authorised: Roxane Schatara</b>	<b>Date: 15/05/2018</b>
<b>CARE CERTIFICATE - STANDARDS</b>		

*This Policy summarises the content of the 2014 Care Certificate Standards (England) as they apply to all new Care Workers in England, effective April 2015, as part of the Organisation's Induction Training Programme:*

**A: INTRODUCTION & BACKGROUND INFORMATION:**

*(GMP Systems gratefully acknowledges Health Education England, Skills for Care, and Skills for Health (2015), as the reference sources for this information):*

1. The Care Certificate is a set of Standards that underpin the delivery of high quality, compassionate and safe care and support in the Health and Social Care sectors. It is Company policy that each Care Worker will use these Standards to develop their skills, knowledge and conduct to enable these care objectives to be realised within our Organisation.

*It is not the intention to repeat the full content of the Standards in this Policy, but rather to summarise the appropriate headings and sub-headings that will identify the subject topics, and a summary of the outcomes for the Care Worker that are expected for each Standard.*

There are 15 *Care Certificate Standards (CCS)*, each of which has a number of *Outcomes* associated with it. The new staff member will be expected to work their way through the Standards under the guidance of his / her supervisor or manager, using Induction Training record forms as an on-going record of achievements which will also provide evidence of underpinning knowledge.

2. The 15 Standards which underpin the Care Certificate, together with Outcomes to be achieved which will be relevant to specific Job Positions, are as follows:

Care Certificate Standard No: 1	Understand your role
Care Certificate Standard No: 2	Your personal development
Care Certificate Standard No: 3	Duty of care
Care Certificate Standard No: 4	Equality and diversity
Care Certificate Standard No: 5	Work in a person-centred way
Care Certificate Standard No: 6	Communication
Care Certificate Standard No: 7	Privacy and dignity
Care Certificate Standard No: 8	Fluids and nutrition
Care Certificate Standard No: 9	Awareness of mental health, dementia and learning disability
Care Certificate Standard No: 10	Safeguarding adults
Care Certificate Standard No: 11	Safeguarding children
Care Certificate Standard No: 12	Basic life support
Care Certificate Standard No: 13	Health & Safety
Care Certificate Standard No: 14	Handling information
Care Certificate Standard No: 15	Infection prevention and control

**B: THE CARE CERTIFICATE STANDARDS:**

**STANDARD No 1: UNDERSTAND YOUR ROLE:**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 1.1 Understand their own role.
- 1.2 Work in ways that are agreed with their employer.
- 1.3 Understand working relationships in health and social care.
- 1.4 Work in partnership with others

**STANDARD No 2: YOUR PERSONAL DEVELOPMENT:**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to*

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*their job position:*

- 2.1 Agree a Personal Development Plan
- 2.2 Develop their knowledge, skills and understanding

**STANDARD No 3: DUTY OF CARE:**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 3.1 Understand how duty of care contributes to safe practice.
- 3.2 Understand the support available to address dilemmas that may arise about duty of care.
- 3.3 Deal with comments and complaints.
- 3.4 Deal with adverse events, incidents, errors and near misses.
- 3.5 Deal with confrontation and difficult situations.

**STANDARD No 4: EQUALITY & DIVERSITY:**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 4.1 Understand the importance of equality and inclusion.
- 4.2 Work in an inclusive way.
- 4.3 Access information, advice and support about diversity, equality and inclusion.

**STANDARD No 5: WORK IN A PERSON-CENTRED WAY**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 5.1 Understand person-centred values.
- 5.2 Understand working in a person-centred way.
- 5.3 Demonstrate awareness of the individual's immediate environment, and make changes to address factors that may be causing discomfort or distress.
- 5.4 Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals.
- 5.5 Support individuals to minimise pain or discomfort.
- 5.6 Support the individual to maintain their identity and self-esteem.
- 5.7 Support the individual using person-centred values.

**STANDARD No 6: COMMUNICATION:**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 6.1 Understand the importance of effective communication at work.
- 6.2 Understand how to meet language and communication needs, wishes and preferences of individuals.
- 6.3 Understand how to promote effective communication.
- 6.4 Understand the principles and practices relating to confidentiality.
- 6.5 Use appropriate verbal and non-verbal communication.
- 6.6 Support the use of appropriate communication aids / technologies.

**STANDARD No 7: PRIVACY & DIGNITY:**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

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- 7.1 Understand the principles that underpin privacy and dignity in Domiciliary Care.
- 7.2 Maintain the privacy and dignity of individuals in their care.
- 7.3 Support the individual's right to make choices.
- 7.4 Support individuals in making choices about their care.
- 7.5 Understand how to support participation.
- 7.6 Support the individual in active participation in their own care.

**STANDARD No 8: FLUIDS & NUTRITION:**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 8.1 Understand the principles of hydration, nutrition and food safety.
- 8.2 Support individuals to have access to fluids in accordance with their care plan.
- 8.3 Support individuals to have access to food and nutrition in accordance with their care plan.

**STANDARD No 9: AWARENESS OF MENTAL HEALTH, DEMENTIA & LEARNING DISABILITY**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 9.1 Understand the needs and experiences of people with mental health conditions, dementia and learning disabilities.
- 9.2 Understand the importance of promoting positive health and well-being of an individual who may have a mental health condition, dementia or a learning disability.
- 9.3 Understand the adjustments which may be necessary in care delivery relating to an individual who has a mental health condition, dementia or learning disability.
- 9.4 Understand the importance of early detection of mental health conditions, dementia and learning disabilities.
- 9.5 Understand legal frameworks, policy and guidelines relating to mental health conditions, dementia and learning disabilities.
- 9.6 Understand the meaning of mental capacity in relation to who care is provided.

**STANDARD No 10: SAFEGUARDING ADULTS**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 10.1 Understand the principles of Safeguarding Adults.
- 10.2 Reduce the likelihood of abuse.
- 10.3 Respond to suspected or disclosed abuse.
- 10.4 Protect people from harm and abuse – locally and nationally.

**STANDARD No 11: SAFEGUARDING CHILDREN**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 11.1 Safeguarding Children.

**STANDARD No 12: BASIC LIFE SUPPORT**

**OUTCOMES:** *After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:*

- 12.1 Provide basic life support.

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STANDARD No 13: HEALTH & SAFETY

OUTCOMES: After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:

- 13.1 Understand their own responsibilities, and the responsibilities of others, relating to Health & Safety in the work setting.
- 13.2 Understand Risk Assessment.
- 13.3 Move and assist safely.
- 13.4 Understand procedures for responding to accidents and sudden illness.
- 13.5 Understand medication and health care tasks.
- 13.6 Handle hazardous substances.
- 13.7 Promote fire safety.
- 13.8 Work securely.
- 13.9 Manage stress.

STANDARD No 14: HANDLING INFORMATION

OUTCOMES: After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:

- 14.1 Handle information.

STANDARD No 15: INFECTION PREVENTION & CONTROL

OUTCOMES: After putting this Standard into practice, the learner will be able to achieve the following Outcomes relevant to their job position:

- 15.1 Prevent the spread of infection.

FORMS REFERENCES:

The Care Certificate Framework (Assessor)

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