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## CARE CERTIFICATE POLICY AND PROCEDURE

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### Purpose

- To support the career development of adult social care workers who are not members of regulated professions.

### Scope

- All adult social care workers who are not members of regulated professions.

### Policy

- The Care Certificate replaces previous standards for induction training and development for adult social care workers.
- As an induction standard, the implication is that all workers should be benchmarked against the Care Certificate standards, and where skills and knowledge are deficient, topped up by training and development. In this manner, the whole workforce will be working to common standards of competence in the areas covered by the Care Certificate, with substantial benefits to the quality of the services offered to Service Users.
- Because of the potential benefits to staff competence and consistency of working, which in turn will significantly improve quality of services to Service Users, MOONSTONE CARE UK Ltd. believes that:
  - All newly recruited adult social care workers, who are not members of regulated professions, complete the Care Certificate.
  - All existing workers' competencies and skills are assessed against the Care Certificate standards, and where any deficiencies are identified, those deficiencies are added to the personal development plan for that individual worker. Note that it may be organisationally more convenient for the Care Certificate development to be offered to all workers. Some workers may prefer to be seen to be up to date with their certified training for either personal or professional reasons.
- MOONSTONE CARE UK Ltd will support all employees to complete a Care Certificate, providing access to either internal or external resources in order to do so, as best suits the Company and the individual.
- Note that the Skills for Care documentation uses the word "worker" throughout, which indicates that all employees are subject to the induction standards, and not only those who are direct carers. This approach recognises the team, approach to quality care, the need for the motivation of all workers including indirect workers, and the fact that indirect workers do have an impact on perceived care quality.

### Background

- The Care Certificate is a set of knowledge and skill standards which is designed to apply to workers in adult social care who are not a member of regulated profession. This group includes:
  - Activities worker;
  - Day Care Assistant, Day Care Officer;
  - Domiciliary care worker, Home care worker;
  - Nursing Assistant (in a nursing home or a hospice);

- Personal Assistants, Reablement Assistant;
- Residential Care Worker, Senior Home Care Worker;
- Support Worker.
- Other roles may be included where achievement of all of the standards is possible.
- Quoted from Skills for Care: (<http://www.skillsforcare.org.uk/Standards/Care-Certificate/Care-Certificate.aspx>)
  - Following the Francis Inquiry the Secretary of State has issued recommendations on the recruitment, learning and development, management and support of healthcare assistants and social care support workers.
  - The Care Certificate is the start of the career journey for these staff groups and is only one element of the training and education that will make them ready to practice within their specific sector. Although the Care Certificate is designed for new staff, new to care and offers this group of staff their first step on their career ladder, it is also offers opportunities for existing staff to refresh or improve their knowledge.
  - The Care Certificate sets out explicitly the learning outcomes, competences and standards of care that will be expected in both sectors, ensuring that the HCSW/ASCW is caring, compassionate and provides quality care.

## THE STANDARDS

### 1. Understand Your Role

### 2. Your Personal Development

### 3. Duty of Care

### 4. Equality and Diversity

### 5. Work in a Person Centred Way

### 6. Communication

### 7. Privacy and Dignity

### 8. Fluids and Nutrition

### 9. Awareness of Mental Health, Dementia and Learning Disability

### 10. Safeguarding Adults

### 11. Safeguarding Children

### 12. Basic Life Support

- To meet this element of the standards, it is necessary for employees to successfully complete practical Basic Life Support Training that meets the UK Resuscitation Council guidelines. The guidelines can be found at <https://www.resus.org.uk/pages/guide.htm>. While training in this area is an important element of the skills and knowledge of an adult social care worker, and may come to be expected by Service Users and their families, it is a specialised area and staff development should be through recognised and certified trainers, with formal certification of competence at the end of the training, and regular re-certification.

**13. Health and Safety****14. Handling Information****15. Infection Prevention and Control****Procedure**

- New recruits
  - Make it clear that new recruits will be expected, as a condition of their employment, to complete the Care Certificate.
  - In cooperation with the new recruit, assess the method of development which best suits them and the organisation, for instance, self-study, on line training or external courses.
  - Support the new recruit to complete the Care Certificate.
  
- Existing employees
  - Encourage all existing employees to work to obtain a Care Certificate.
  - In cooperation with the employee, assess the method of development which best suits them and the organisation, for instance self-study, or external courses.
  - Support the employee to complete the Care Certificate.
- Enabling Care Certificates for all employees:
  - MOONSTONE CARE UK Ltd will decide how best to support development of the workforce towards Care Certificates. While the Care Certificate is ideally suited to the in-house development method, which we currently prefer as it is proven to be the most effective model for most employees; the support for that in-house development must be designed, planned and implemented for results to be tangible. Implementation methods may include the training of in-house trainers and assessors (usually regarded as the most effective method), or combining in-house assessors with external teaching aids such as eLearning sources, or the use of external assessors and external teaching aids.
  - Skills for Care provide a range of materials, including workbooks, which effectively support an in-house development model. These, and other resources, are available at: <http://www.skillsforcare.org.uk/Standards/Care-Certificate/Care-Certificate-Materials.aspx>
- The CQC's approach to Care Certificates is set out at: [http://www.cqc.org.uk/sites/default/files/20150318\\_one\\_page\\_cqc\\_position\\_care\\_certificate.pdf](http://www.cqc.org.uk/sites/default/files/20150318_one_page_cqc_position_care_certificate.pdf)