

## Care Certificate briefing 1 of 3: Introducing the Care Certificate.

The Care Certificate will replace the Common Induction Standards from 1<sup>st</sup> April 2015. The final documents have been published, ready for implementation by regulated Health and Social Care providers from April 2015. This briefing is designed to help you prepare for the change.

### Q. What is the Care Certificate?

The Care Certificate will replace the Common Induction Standards from April 2015. It has been designed to ensure staff working within regulated services, are suitably trained.

The Care Certificate has 15 standards. These are:

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

Staff must complete all 15 standards to be awarded the Care Certificate.

### Q. Why is the Care Certificate being introduced?

The Report from the Francis Inquiry was published in February 2013. It examined the failings in the Mid Staffordshire NHS Foundation Trust and highlighted over 250 recommendations for improvement in quality and safety of NHS services. These recommendations included staff training and development and have led to the development of the Care Certificate.

**Q. Will the Care Certificate be a formal qualification?**

No. The Care Certificate is not currently planned to be a formal qualification but it does underpin the Health and Social Care Diplomas.

**Q. Will the Care Certificate replace our organisation's induction?**

No, your organisation's induction is specifically geared to the services you provide, so the Care Certificate will not replace it.

**Q. Who will it apply to?**

The Care Certificate will be mandatory for all Health and Social care staff who are new to working in the Health and Social Care Sector. However, it may be appropriate for other staff, such as Housekeepers and Drivers who have regular contact with service users to undertake part, or all, of the Certificate. To be awarded the Care Certificate all 15 standards must be completed.

**Q. If staff have completed the Common Induction Standard but are new to our service, do they have to complete the Care Certificate?**

No, staff who have completed the Common Induction Standard do not have to complete the Care Certificate. However, Skills for Care have produced a self audit tool which you may like to ask new and /or existing staff to complete to ensure they have the knowledge and skills required in each area of the Care Certificate.

**Q. How often does it have to be repeated?**

Once a staff member has completed the Care Certificate they do not have to repeat it, even if they move to another service or organisation.

**Q. How can Careskills Academy help me?**

At Careskills Academy we have developed eLearning materials to support you to support your staff to gain the knowledge and understanding they need to demonstrate their competence in the 15 standards of the Care Certificate.

## Care Certificate briefing 2 of 3: How the Care Certificate will be assessed.

This briefing is designed to help you understand how the Care Certificate will be assessed.

### Q. How will the Care Certificate be assessed?

As a regulated Health and Social Care employer you will be free to make your own arrangements for the provision of learning and assessment of your staff. However, assessment must include both knowledge and competence and must be carried out by a nominated individual who is occupationally competent.

You may utilise eLearning, classroom-based training and simulated activities to develop the knowledge and understanding of your staff and enable them to practice their skills. However, the Care Certificate requires staff to demonstrate competent knowledge and competent performance in the workplace. Therefore, the staff member must receive a formal assessment by a nominated person who has occupational competence in the area being assessed. This person does not have to hold an assessor qualification.

It is the Registered Managers responsibility to ensure the quality of the learning and assessment provided to their staff. The Care Quality Commission will monitor the quality of the learning you provide via the inspection process.

### Q. How long will the Care Certificate take to complete?

It is expected that new staff will receive training, education and assessment within the first 12 weeks of their employment.

### Q. How can Careskills Academy help me?

Careskills Academy is producing work packs to enable new employees to extend their learning from our eLearning modules into your workplace. The work packs will also provide guidance on what aspects of each Care Certificate Standard need to be observed in the workplace.

## Care Certificate briefing 3 of 3: The implications for you as an employer.

This briefing is designed to help you deal with the management implications of the Care Certificate.

### Q. Will new staff be qualified to practice unsupervised?

No, new staff will not be able to practice unsupervised until they have completed the Care Certificate. However, as the staff member demonstrates competence in an area of the standard they will be able to practice unsupervised in that area. Thus an incremental approach may be taken.

### Q. What responsibility do I have for providing appropriate learning and assessment?

You are responsible for choosing how to provide learning and assessment in a way which meets the needs of your staff and your service. This may include eLearning, classroom based training, in house training, internal or external assessors, or a combination of these. However, you are responsible for ensuring the quality of the learning and assessment provided. As a Registered Manager, or their nominee, you will be responsible for confirming an employee has successfully met all of the standards. You will also be responsible for signing off their Care Certificate and printing their certificate.

### Q. What evidence do I need that employees have successfully completed the Care Certificate?

You are responsible for ensuring your employees can evidence the work they have completed towards their Care Certificate. It is expected that employees will have a portfolio of work as part of their Care Certificate as evidence of its completion. Evidence may include written answers to questions, observation reports and records of professional discussions with their assessor.

### Q. Will we be able to continue using the Common Induction Standards?

The Care Certificate is to be implemented from 1st April 2015. However, staff who are currently being inducted using the Common Induction Standards may complete the Common Induction Standard and then transfer their learning into the new Care Certificate after the 1st April 2015.

Q. How can Careskills Academy help me?

Careskills Academy will continue to offer the Common Induction Standards as well as launching the new Care Certificate. This will enable your staff to complete the Common Induction Standards if they have already started them. If they were recruited after the launch of the new Care Certificate, 1st April 2015, they will be able to access the new training immediately.