

The Care Certificate

Course Descriptions



What is the Care Certificate?

The Care Certificate is the new framework for the induction of Health and Social Care staff. It has been introduced to ensure your staff are properly trained to carry out their role. The Care Certificate is not a formal qualification but it does link to the Health and Social Care Diploma.

Who is it aimed at?

The Care Certificate must be undertaken by all staff who are new to working in the Health and Social Care.

It must also be undertaken by Health and Social Care staff who have not completed the Common Induction Standards.

What does the Care Certificate include?

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

Care Standard 1, Understand Your Role

Learning aims

This course aims to introduce you to your own role and responsibilities to your employer. You will learn about the national standards and Code of Conduct relevant to your role, this will include the Fundamental Standards of Quality and Safety and the Skills for Care Code of Practice. You will also learn about the importance of working in accordance with your employer's policies and procedures. This will include how to raise concerns and what to do if you make a mistake. You will explore the difference between a personal and professional relationship and why working in partnership is important.

Learning outcomes

At the end of this course you will:

- Know your own role.
- Know the importance of working in ways that are agreed with your employer.
- Know working relationships in Health and Social Care.
- Know the importance of working in partnership.

Care Certificate Standard 2, Your Personal Development

Learning aims

This course aims to introduce you to how to agree a personal development plan, this will include how you can access sources of support and obtain feedback on your work. You will explore the meaning of functional skills and will learn how to assess your skills and gain support to improve them, if necessary. You will learn how to develop your knowledge, skills and understanding using a variety of learning techniques including reflective practice.

Learning outcomes

At the end of this course you will:

- Know how to agree a personal development plan.
- Know how to develop your knowledge, skills and understanding.

Care Certificate Standard 3, Duty of care

Learning aims

This course introduces you to the meaning of the duty of care and how it contributes to safe practice. You will explore the dilemmas that can arise between the rights of an individual and the duty of care you have to keep them safe. You will explore how to deal with comments and complaints; incidents, errors and near misses and deal with confrontation and difficult situations.

Learning outcomes

At the end of this course you will be able to:

- Recall the meaning of duty of care and how it contributes to safe practice.
- Identify dilemmas that may arise about duty of care and the support available to help you deal with them.
- Know how to deal with comments and complaints.
- Know how to deal with incidents, errors and near misses.
- Know how to deal with confrontation and difficult situations.

Care Certificate Standard 4, Equality and Diversity

Learning aims

This course aims to define diversity, equality, inclusion and discrimination and explore how your practice can deliberately or inadvertently discriminate and exclude others. You will learn how legislation including the Equality Act 2010, Human Rights Act 1998 and Skills for Care Code of Practice applies to your role. You will explore how to work in an inclusive way and how to challenge discrimination in an effective way. Finally you will learn how and when to access information, advice and support about diversity, equality and inclusion.

Learning outcomes

At the end of this course you will:

- Know the importance of equality and inclusion.
- Be aware of how to work in an inclusive way.
- Know how to access information, advice and support about diversity, equality and inclusion.

Care Certificate Standard 5, Work in a Person Centred Way

Learning aims

This course aims to introduce you to the eight person centred values and how to promote them in your work to enable you to work in a person centred way. You will learn about the impact of factors in the individual's immediate environment and how to change factors causing discomfort or distress. This will include making others aware of the distress their actions can cause others. You will consider how to support individuals to manage pain or discomfort. The course ends by exploring how you can support an individual to maintain their identity and self-esteem and what you must do if you have concerns about an individual's wellbeing.

Learning outcomes

At the end of this course you will:

- Know the person centred values.
- Know how to work in a person centred way.
- Be aware of how the individual's immediate environment and how to make changes to address factors that may cause discomfort or distress.
- Know how to make others aware of any actions they may be taking that are causing discomfort or distress to others.
- Know how to support individuals to manage pain or discomfort.
- Know how to support the individual to maintain their identity and self-esteem.

Care Certificate Standard 6, Communication

Learning aims

This course will enable you to learn about the ways individuals communicate and the importance of good communication. You will explore how you can meet the communication and language needs, wishes and preferences of individuals. You will learn how to promote effective communication and the principles and practices relating to confidentiality. The course concludes by considering the use of verbal and non-verbal communication including the use of communication aids/technologies.

Learning outcomes

At the end of this course you will:

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

Care Certificate Standard 7, Privacy and Dignity

Learning aims

This course aims to introduce you to the meaning of privacy and dignity and the situations where an individual's privacy and dignity may be compromised. You will learn how to maintain privacy and dignity of an individual and how to report concerns. You will explore how you can support an individual's right to make informed choices and why your own opinion and beliefs should not influence them. You will learn the meaning of active participation and explore how to enable individuals to actively participate in their care.

Learning outcomes

At the end of this course you will:

- Know the principles that underpin privacy and dignity in care
- Know how to maintain the privacy and dignity of the individual's in your care
- Know how to support an individual's right to make choices
- Know how to support individuals in making choices about their care
- Know how to support active participation

Care Certificate Standard 8, Fluids and Nutrition

Learning aims

This course aims to introduce you to the principles of food safety, hydration and nutrition. This will include the signs of hydration and malnourishment. You will explore how to support individuals to have access to fluids and food and nutrition safely and in accordance with their plan of care.

Learning outcomes

At the end of this course you will:

- Know the principles of food safety.
- Know the principles of hydration and nutrition.
- Know how to support individuals to have access to fluids in accordance with their plan of care.
- Know how to support individuals to have access to food and nutrition in accordance with their plan of care.

Care Certificate Standard 9, Awareness of Mental Health, Dementia and Learning Disability

Learning aims

This course aims to explore how an individual may feel if they have mental health conditions, dementia or learning disabilities and how these conditions influence an individual's needs in relation to their care. You will learn how the social care model and a positive attitude towards those with mental health conditions, dementia or learning disabilities will improve the care and support they receive. You will explore the types of adjustments that may be needed to the way care is offered and how to report concerns if there are unmet needs. You will learn why early detection of mental health conditions, dementia or learning disabilities is important. You will consider the main legislations and policies designed to underpin the needs of individuals including the Mental Capacity Act 2005, Mental Health Act 2007, Valuing People White Paper 2001, Equality Act 2010 and Human Rights Act, 1998. You will learn about the meaning of capacity and consent and explore when and how assessments of capacity may need to be undertaken.

Learning outcomes

At the end of this learning activity you will:

- Have an understanding of the needs and experiences of individuals with mental health conditions, dementia or learning disabilities.
- Know the importance of promoting positive health and wellbeing for individuals with mental health conditions, dementia or learning disabilities.
- Know the adjustments that may be necessary in care delivery relating to an individual who may have a mental health condition, dementia or learning disability.
- Know the importance of early detection of mental health conditions, dementia or learning disabilities.
- Know the legal frameworks, policy and guidelines relating to mental health conditions, dementia or learning disabilities.

- Know the meaning of mental capacity in relation to how care is provided.

Care Certificate Standard 10, Safeguarding Adults

Learning aims

This course aims to define the term safeguarding adults, the main types of harm and abuse and signs that indicate these may be taking place. You will learn about your role and responsibilities for safeguarding individuals and where you can go to get additional help and support. You will explore what makes an individual more vulnerable to abuse and the basic principles of helping an individual to keep themselves safe. You will learn about the Safeguarding Vulnerable groups Act 2006 and the pan London policy for Safeguarding adults at Risk. You will learn about the factors that have featured in cases of adult abuse and neglect. You will also learn what you need to do if you suspect abuse, or if it has been alleged, including what to do if you feel your concerns have not been listened to.

Learning outcomes

At the end of the course you will:

- Know the principles of safeguarding adults
- Know how to reduce the likelihood of abuse
- Know how to respond to suspected or disclosed abuse
- Know how to protect people from harm and abuse – locally and nationally

Care Certificate Standard 11, Safeguarding Children

Learning aims

This course aims to introduce you to child maltreatment. This includes the meaning of neglect, physical, sexual and emotional abuse and the signs that these may be taking place. You will also learn what you must do if you suspect a child or young person (met in any circumstances) is being abused or neglected.

Learning outcomes

At the end of this course you will:

- Know what child maltreatment is.
- Know what you must do if you suspect a child or young person (met in any circumstance) is being abused or neglected.

Care Certificate Standard 12, Basic Life Support

Learning aims

This course aims to teach you Cardiopulmonary Resuscitation and how to assist an individual who is choking.

Learning outcomes

At the end of this course you will be able to:

- Know how to administer Cardiopulmonary Resuscitation.
- Know how to assist an individual who is choking.

Care Certificate Standard 13, Health and Safety

Learning aims

This course aims to introduce you to the Health and Safety legislations including the Health and Safety at Work Act 1974. You will learn about your responsibilities and the responsibilities of others related to health and safety in the work setting. This will include how to conduct a risk assessment and how to move and assist in a safe way. You will explore the procedures for responding to accidents and sudden illness and dealing with medication and health care tasks. You will learn how to handle hazardous substances safely and what to do to prevent fire starting and spreading. You will learn how to work securely and manage your own stress.

Learning outcomes

At the end of this course you will be able to:

- Recall your responsibilities and the responsibilities of others related to health and safety in the work setting.
- Know what risk assessment is.
- Know how to move and assist safely.
- Know why you need to find out more about your employer's procedures for responding to accidents and sudden illness.
- Know about medication and health care tasks.
- Know how to handle hazardous substances safely.
- Promote fire safety.
- Work securely.
- Know how to manage stress.

Care Certificate Standard 14, Handle information.

Learning aims

This course aims to introduce you to how to handle information in accordance with the data Protection Act 1998 (2003) and organisational requirements.

Learning outcomes

At the end of this course you will be able to:

- Handle information in a safe and proper way.

Care Certificate Standard15, Infection Prevention and Control

Learning aims

This course aims to make you aware of how infection can enter the body and how you might reduce the possibility of this by effective hand washing and being aware of how your own health and hygiene may pose a risk to an individual. You will learn about the common types of personal protective clothing and the principles of safe handling of infected or spoiled linen and clinical waste.

Learning outcomes

At the end of this course you will be able to:

- Prevent the spread of infection

Please call us to discuss your requirements, or if you need our help on 020 3397 9734.