

The Care Certificate Framework

Healthcare Support Worker and Adult Social Care Worker Document

DRAFT- Care Certificate Framework



What is the Care Certificate?

The Care Certificate provides clear evidence to employers, patients and people who receive care and support that you, the health or social care worker in front of them, have been trained to a specific set of standards. It gives everyone the confidence that you have the skills, knowledge and behaviours to provide compassionate and high quality care and support.

Who is the Care Certificate for?

Staff working in roles that would undertake the Care Certificate will have many different job titles. The job title you have will depend on your employer. Examples of roles/ titles are:

In Health:

- Assistant Practitioner
- Care Assistant
- Healthcare Support Workers
- Maternity Support Worker
- Nursing Assistants
- Occupational Therapy Assistant
- Physiotherapy Assistant
- Radiography Assistant
- Speech and Language Therapy Assistant
- Senior Care Assistant

In Adult Social Care:

- Activities workers
- Day Care Assistant
- Day Care Officer
- Domiciliary care worker
- Home care worker
- Nursing Assistant (in a nursing home or hospice)
- Personal Assistants
- Reablement Assistant
- Residential Care Worker
- Senior Home Care Worker
- Support Worker

It may also be for you if you have direct contact with patients or services users. For example if you are:

- a caring volunteer
- a porter
- a cook
- a driver

To be awarded the Care Certificate you must meet all of the outcomes and assessment requirements. Your assessor will let you know if you are undertaking the full Care Certificate as part of your induction or if your role means you are only able to complete part of it.

Overview

The Care Certificate:

- applies across health and social care
- links to competences (National Occupational Standards) and units in qualifications
- covers what is required to be caring
- will equip you with the fundamental skill you need to provide quality care
- gives you a basis from which you can further develop your knowledge and skills as your career progresses.

The Care Certificate in context

When you start work in a new healthcare support worker (HCSW) or adult social care worker (ASCW) role your employer is already expected to provide you with training, education and assessment as part of your induction.

The Care Certificate replaces the previous National Minimum Training Standards and the previous Common Induction Standards.

The Care Certificate has built on those two sets of Standards and sets out what you must know, be able to do and standards of behaviour that will be expected of you. The Care Certificate also reflects how these behaviours are underpinned by the Chief Nursing Officer's 6Cs (care, compassion, competence, communication, courage and commitment).

The Care Certificate is an important part of the total induction which your employer must provide, legally and in order to meet the essential standards set out by the Care Quality Commission.

The Care Certificate is the start of your career journey. It must be completed before you can work without supervision. If you have not yet successfully completed the certificate you must be supervised directly and always be in the line of sight of your supervisor. You will still receive indirect/ remote supervision following completion of the certificate.

The Care Certificate is only part of your Induction. Your full Induction programme will also include developing skills and knowledge which is specific to your work place.

How will I know when I've met the requirements of the Care Certificate?

You will be assessed in various ways depending on different parts of the Care Certificate. This is clearly set out in the framework document. Most assessment should be in your real work place with someone who will be your Assessor.

You can practice and develop your new skills in a classroom/ skills lab or similar setting but the assessment evidence must be collected during real work activity. In a few cases where situations may not arise during your induction you may be asked to take part in role play or simulated scenarios.

When you start your Care Certificate you will agree a plan with your assessor. This plan should cover what you will provide as evidence and by when. It should also include dates to review your progress.

You and your Assessor will record your progress in the format used by your employer. This could be a portfolio, workbook or e-portfolio. This will be used to collect evidence for the Care Certificate and can be used even if you change jobs or move between employers. You may also be able to document your ongoing learning.

You can also gather information/feedback from your work colleagues, supervisors and from patient/people who receive care and support to provide you with ongoing development.

If you are also undertaking an Apprenticeship or other qualification evidence you gather may also be used towards achievement of these. If you start an Apprenticeship or qualification in future the evidence you have produced to achieve the Care Certificate may be useful so it's worth keeping it safe.

Once your assessor is satisfied that you have met all the requirements of the Care Certificate they will advise you that you have completed.

The Assessor will be responsible for advising the Registered Manager in Adult Social Care or named person in a health employer that you have completed the Care Certificate. The Registered Manager or named person in a health employer will sign you off as having successfully met all the standards to achieve the Care Certificate.

How will I get my Certificate?

When you have met all the requirements, your employer will award you the Care Certificate. The certificate will be the same across the whole of England so it will be well recognised.

You may also be asked to sign up and work to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (2013). This document shows how the Care Certificate relates to the Code of Conduct.

Related resources

- National Occupational Standards (2013)
- Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (2013)
- Compassion in Practice

The Standards in this document have been mapped to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (2013), and Compassion in Practice.

Standard 1: Understand Your Role		
Standard 1: Understand Your Role		
	To meet this standard	Assessment
1.1 I understand my own role	1.1a I will describe my main duties and responsibilities	I will be assessed on a 1:1 with my assessor or through group work.
	1.1b I will list the standards and codes of conduct and practice that relate to my role	I will be assessed on a 1:1 with my assessor or through group work.
	1.1c I will demonstrate that I am working in accordance with the agreed ways of working with my employer	I will be observed by my assessor as part of my normal work duties.
	1.1d I will explain how my previous experiences, attitudes and beliefs may affect the way I work	I will be assessed on a 1:1 with my assessor or through group work.
1.2 I will work in ways that have been agreed with my employer	1.2a I will describe my employment rights and responsibilities	I will be assessed on a 1:1 with my assessor or through group work.
	1.2b I will list the aims, objectives and values of the service in which I work	I will be assessed on a 1:1 with my assessor or through group work.
	1.2c I will explain why it is important to work in ways that are agreed with my employer	I will be assessed on a 1:1 with my assessor or through group work.
	1.2d I will demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to my role	I will be observed by my assessor as part of my normal work duties.
	1.2e I will explain how and when to escalate any concerns I might have (whistleblowing)	I will be assessed on a 1:1 with my assessor or through group work.
	1.2f I will explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person	I will be assessed on a 1:1 with my assessor or through group work.
1.3 I understand working relationships in health and social care	1.3a I will describe my responsibilities to the individuals I support	I will be assessed on a 1:1 with my assessor or through group work.
	1.3b I will explain how a working relationship is different from a personal relationship.	I will be assessed on a 1:1 with my assessor or through group work.
	1.3c I will describe different working relationships in health and social care settings	I will be assessed on a 1:1 with my assessor or through group work.
1.4 I will work in partnership with others	1.4a I will explain why it is important to work in partnership with others.	I will be assessed on a 1:1 with my assessor or through group work.
	1.4b I will explain why it is important to work in partnership with key people, advocates and others who are significant to an individual	I will be assessed on a 1:1 with my assessor or through group work.
	1.4c I will demonstrate ways of working that can help improve partnership working.	I will be observed by my assessor as part of my normal work duties.
	1.4d I will demonstrate how and when to access support and advice about: <ul style="list-style-type: none"> • partnership working • resolving conflicts 	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.

Standard 1: Understand your role

Mapping to other key resources:

Code of Conduct

Standard 3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

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Standard 2: Your personal development

Standard 2: Your personal development

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
2.1 I will contribute to developing my a personal development plan	2.1a I will list sources of support for my own learning and development	I will be assessed on a 1:1 with my assessor or through group work.
	2.1b I will describe the process for agreeing a personal development plan and who should be involved	I will be assessed on a 1:1 with my assessor or through group work.
	2.1 c Explain why feedback from others is important in helping to develop and improve the way they work	I will be assessed on a 1:1 with my assessor or through group work.
	2.1d I will contribute to drawing up my own personal development plan	I will be observed by my assessor as part of my normal work duties.
	2.1e I will demonstrate how to record the progress I make in relation to my personal development plan	I will be observed by my assessor as part of my normal work duties.
	2.2a I will describe the functional level of literacy, numeracy and communication skills necessary to carry out my role	I will be assessed on a 1:1 with my assessor or through group work.
2.2 I will develop my knowledge, skills and understanding	2.2b I will explain how to check my current level of literacy, numeracy and communication skills	I will be assessed on a 1:1 with my assessor or through group work.
	2.2c I will describe how a learning activity has improved my own knowledge, skills and understanding	I will be assessed on a 1:1 with my assessor or through group work.
	2.2d I will describe how reflecting on a situation has improved my own knowledge, skills and understanding	I will be assessed on a 1:1 with my assessor or through group work.
	2.2e I will describe how feedback from others has developed my own knowledge, skills and understanding	I will be assessed on a 1:1 with my assessor or through group work.
	2.2f I will demonstrate how to measure my own knowledge, performance and understanding against relevant standards	I will be observed by my assessor as part of my normal work duties.
	2.2g I will list the learning opportunities available to me and how I can use them to improve the way I work	I will be assessed on a 1:1 with my assessor or through group work.
	2.2h I will demonstrate how to record progress in relation to my personal development	I will be observed by my assessor as part of my normal work duties.
	2.2i I will explain why continuing professional development is important	I will be assessed on a 1:1 with my assessor or through group work.

Standard 2: Your personal development

Mapping to other key resources:

Code of Conduct
6. Strive to improve the quality of healthcare, care and support through continuing professional development

Compassion in Practice (6Cs)
Competence and Commitment

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Standard 3: Duty of Care		
Standard 3: Duty of Care		
The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
3.1 I understand how duty of care contributes to safe practice	3.1a I will explain what is meant by 'duty of care'	I will be assessed on a 1:1 with my assessor or through group work.
	3.1b I will describe how the duty of care affects my own work role	I will be assessed on a 1:1 with my assessor or through group work.
3.2 I understand what support is available for addressing dilemmas that may arise about duty of care	3.2a I will describe dilemmas that may arise between the duty of care and an individual's rights	I will be assessed on a 1:1 with my assessor or through group work.
	3.2b I will explain what I must and must not do within my role in managing conflicts and dilemmas	I will be assessed on a 1:1 with my assessor or through group work.
	3.2c I will explain where to get additional support and advice about how to resolve such dilemmas	I will be assessed on a 1:1 with my assessor or through group work.
3.3 I will deal with comments and complaints	3.3a I will demonstrate how to respond to comments and complaints in line with legislation and agreed ways of working	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
	3.3b I will describe who to ask for advice and support in handling comments and complaints	I will be assessed on a 1:1 with my assessor or through group work.
	3.3c I will explain the importance of learning from comments and complaints to improve the quality of service	I will be assessed on a 1:1 with my assessor or through group work.
3.4 I will deal with Incidents, errors and near misses	3.4a I will describe how to recognise adverse events, incidents, errors and near misses	I will be assessed on a 1:1 with my assessor or through group work.
	3.4b I will explain what I must and must not do in relation to adverse events, incidents, errors and near misses	I will be assessed on a 1:1 with my assessor or through group work.
	3.4c I will list the legislation and agreed ways of working in relation to reporting any adverse events, incidents, errors and near misses	I will be assessed on a 1:1 with my assessor or through group work.
3.5 I will deal with confrontation and difficult situations	3.5a I will list the factors and difficult situations that may cause confrontation	I will be assessed on a 1:1 with my assessor or through group work.
	3.5b I will describe how communication can be used to solve problems and reduce the likelihood or impact of confrontation	I will be assessed on a 1:1 with my assessor or through group work.
	3.5c I will describe how to assess and reduce risks in confrontational situations	I will be assessed on a 1:1 with my assessor or through group work.

	3.5d I will demonstrate how and when to access support and advice about resolving conflicts	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
	3.5e I will explain the agreed ways of working for reporting any confrontations	I will be assessed on a 1:1 with my assessor or through group work.

Standard 3: Duty of Care

Mapping to other key resources:

Code of Conduct

Purpose: You are responsible for, and have a duty of care to ensure that your conduct does not fall below the standards detailed in the Code. Nothing that you do, or omit to do, should harm the safety and wellbeing of people who use health and care services, and the public.

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 4: Equality and Diversity		
Standard 4: Equality and Diversity		
The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
4.1 I understand the importance of equality and inclusion	4.1a I will explain what is meant by: <ul style="list-style-type: none"> • diversity • equality • inclusion • discrimination 	I will be assessed on a 1:1 with my assessor or through group work.
	4.1b I will describe ways in which discrimination may deliberately or inadvertently occur in the work setting	I will be assessed on a 1:1 with my assessor or through group work.
	4.1c I will explain how practices that support equality and inclusion reduce the likelihood of discrimination	I will be assessed on a 1:1 with my assessor or through group work.
4.2 I will work in an inclusive way	4.2a I will list which legislation and codes of practice relating to equality, diversity and discrimination apply to my own role	I will be assessed on a 1:1 with my assessor or through group work.
	4.2b I will demonstrate interaction with individuals that respects their beliefs, culture, values and preferences	I will be observed by my assessor as part of my normal work duties.
	4.2c I will describe how to challenge discrimination in a way that encourages change	I will be assessed on a 1:1 with my assessor or through group work.
4.3 I will access information, advice and support about diversity, equality and inclusion	4.3a I will list a range of sources of information, advice and support about diversity, equality and inclusion	I will be assessed on a 1:1 with my assessor or through group work.
	4.3b I will describe how and when to access information, advice and support about diversity, equality and inclusion	I will be assessed on a 1:1 with my assessor or through group work.
	4.3c I will explain who to ask for advice and support about equality and inclusion	I will be assessed on a 1:1 with my assessor or through group work.

Standard 4: Equality and Diversity

Mapping to other key resources:

Code of Conduct

7. Uphold and promote equality, diversity and inclusion

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 5: Work in a person centred way

Standard 5: Work in a person centred way

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
5.1 I understand person centred values	5.1a I will describe how to put person-centred values into practice in my day-to-day work	I will be assessed on a 1:1 with my assessor or through group work.
	5.1b I will describe why it is important to work in a way that promotes person centred values when providing support to individuals	I will be assessed on a 1:1 with my assessor or through group work.
	5.1c I will list ways to promote dignity in my day-to-day work	I will be assessed on a 1:1 with my assessor or through group work.
5.2 I understand working in a person centred way	5.2a I will describe the importance of finding out the history, preferences, wishes and needs of the individual	I will be assessed on a 1:1 with my assessor or through group work.
	5.2b I will explain why the changing needs of an individual must be reflected in my care and/or support plan	I will be assessed on a 1:1 with my assessor or through group work.
	5.2c I will explain the importance of supporting individuals to plan for my future wellbeing and fulfilment, including end-of-life care	I will be assessed on a 1:1 with my assessor or through group work.
5.3 I will demonstrate awareness of the individuals immediate environment and make changes to address factors that may be causing discomfort or distress	5.3a I will take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress. This could include: <ul style="list-style-type: none"> • Lighting • Noise • Temperature • Unpleasant odours 	I will be observed by my assessor as part of my normal work duties.
	5.3b I will report any concerns I have to the relevant person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
5.4 I will make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals	5.4a I will raise any concerns directly with the individual concerned	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
	5.4b I will raise any concern with my supervisor/ manager	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.

	5.4c I will raise any concerns via other channels or systems e.g. at team meetings	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
5.5 I will support individuals to minimise pain or discomfort	5.5a I will check where individuals have restricted movement or mobility that they are comfortable.	I will be observed by my assessor as part of my normal work duties.
	5.5b I will recognise the signs that an individual is in pain or discomfort. This could include: <ul style="list-style-type: none"> • Verbal reporting from the individual • Non-verbal communication • Changes in behaviour 	I will be observed by my assessor as part of my normal work duties.
	5.5c I will take appropriate action where there is pain or discomfort. This could include: <ul style="list-style-type: none"> • Re-positioning • Reporting to a more senior member of staff • Giving prescribed pain relief medication • Equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes 	I will be observed by my assessor as part of my normal work duties.
	5.5d I will remove or minimise any environmental factors causing pain or discomfort. These could include: <ul style="list-style-type: none"> • Wet or soiled clothing or bed linen • Poorly positioned lighting • Noise 	I will be observed by my assessor as part of my normal work duties.
5.6 I will support the individual to maintain my identity and self-esteem	5.6a I will explain how individual identity and self-esteem are linked to emotional and spiritual wellbeing	I will be assessed on a 1:1 with my assessor or through group work.
	5.6b I will demonstrate that my own attitudes and behaviours promote emotional and spiritual wellbeing	I will be observed by my assessor as part of my normal work duties.
	5.6c I will support and encourage individuals own sense of identity and self-esteem	I will be observed by my assessor as part of my normal work duties.
	5.6d I will report any concerns about the individual's emotional and spiritual wellbeing to the appropriate person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.

5.7 I will support the individual using person centred values	5.7a I will demonstrate that my actions promote person centred values including: <ul style="list-style-type: none"> • individuality • independence • privacy • partnership • choice • dignity • respect • rights 	I will be observed by my assessor as part of my normal work duties.
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Standard 5: Work in a person centred way

Mapping to other key resources:

Code of Conduct

2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times

3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 6: Communication		
Standard 6: Communication		
The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
6.1 I understand the importance of effective communication at work	6.1a I will describe the different ways that people communicate	I will be assessed on a 1:1 with my assessor or through group work.
	6.1b I will describe how communication affects relationships at work	I will be assessed on a 1:1 with my assessor or through group work.
	6.1c I will describe why it is important to observe and be receptive to an individual's reactions when communicating with them	I will be assessed on a 1:1 with my assessor or through group work.
6.2 I understand how to meet the communication and language needs, wishes and preferences of individuals	6.2a I will describe how to establish an individual's communication and language needs, wishes and preferences	I will be assessed on a 1:1 with my assessor or through group work.
	6.2b I will list a range of communication methods and styles that could help meet an individual's communication needs, wishes and preferences	I will be assessed on a 1:1 with my assessor or through group work.
6.3 I understand how to promote effective communication	6.3a I will list barriers to effective communication	I will be assessed on a 1:1 with my assessor or through group work.
	6.3b I will describe ways to reduce barriers to effective communication	I will be assessed on a 1:1 with my assessor or through group work.
	6.3c I will describe how to check whether I have been understood	I will be assessed on a 1:1 with my assessor or through group work.
	6.3d I will describe where to find information and support or services, to help me communicate more effectively	I will be assessed on a 1:1 with my assessor or through group work.
6.4 I understand the principles and practices relating to confidentiality	6.4a I will describe what confidentiality means in relation to my role	I will be assessed on a 1:1 with my assessor or through group work.
	6.4b I will list any legislation and agreed ways of working to maintain confidentiality in day-to-day communication	I will be assessed on a 1:1 with my assessor or through group work.
	6.4c I will describe situations where information, normally considered to be confidential, might need to be passed on	I will be assessed on a 1:1 with my assessor or through group work.
	6.4d I will describe who to ask for advice and support about confidentiality	I will be assessed on a 1:1 with my assessor or through group work.

<p>6.5 I will use appropriate verbal and non-verbal communication</p>	<p>6.5a I will demonstrate the use appropriate verbal and non-verbal communication:</p> <p>Verbal:</p> <ul style="list-style-type: none"> • Tone • Volume <p>Non-verbal:</p> <ul style="list-style-type: none"> • Position/ proximity • Eye contact • Body language • Touch • Signs • Symbols and pictures • Writing • Objects of reference • Human and technical aids <p>Communication may take place:</p> <ul style="list-style-type: none"> • face to face • by telephone or text • by email, internet or social networks • by written reports or letters 	<p>I will be observed by my assessor as part of my normal work duties.</p>
<p>6.6 I will support the use of appropriate communication aids/ technologies</p>	<p>6.6a I will check that communication aids/ technologies are:</p> <ul style="list-style-type: none"> • Clean • Work properly • In good repair <p>6.6b I will report any concerns about the communication aid/ technology to the appropriate person. This could include:</p> <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	<p>I will be observed by my assessor as part of my normal work duties.</p> <p>I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.</p>

Standard 6: Communication

Mapping to other key resources:

Code of Conduct

4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 7: Privacy and Dignity		
Standard 7: Privacy and dignity		
The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
7.1 I understand the principles that underpin privacy and dignity in care	7.1a I will describe what is meant by privacy and dignity	I will be assessed on a 1:1 with my assessor or through group work.
	7.1b I will list situations where an individual's privacy and dignity could be compromised	I will be assessed on a 1:1 with my assessor or through group work.
	7.1c I will describe how to maintain privacy and dignity in the work setting	I will be assessed on a 1:1 with my assessor or through group work.
7.2 I will maintain the privacy and dignity of the individual(s) in my care	7.2a I will demonstrate that my actions maintain the privacy of the individual. This could include: <ul style="list-style-type: none"> Using appropriate volume to discuss the care and support of an individual Discussing the individuals care and support in a place where others cannot overhear 	I will be observed by my assessor as part of my normal work duties.
	7.2b I will demonstrate that the privacy and dignity of the individual is maintained at all times being in line with the person's individual needs and preferences when providing personal care. This could include: <ul style="list-style-type: none"> Making sure doors, screens or curtains are in the correct position Getting permission before entering someone's personal space Knocking before entering the room Ensuring any clothing, hospital gowns etc. are positioned correctly The individual is positioned appropriately e.g. the individual is not exposing any part of their body they would not want others to be able to see 	I will be observed by my assessor as part of my normal work duties.
	7.2c I will explain why it is important not to disclose anything about the individual that they may wish to be kept private, unless it is appropriate to do so. This could include: <ul style="list-style-type: none"> Health condition Sexual orientation Personal history Social circumstances 	I will be assessed on a 1:1 with my assessor or through group work.
	7.2d I will report any concerns I have to the relevant person. This could include: <ul style="list-style-type: none"> Senior member of staff Carer Family member 	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.

7.3 I will support an individual's right to make choices	7.3a I will describe ways of helping individuals to make informed choices	I will be assessed on a 1:1 with my assessor or through group work.
	7.3b I will explain how risk assessment processes can be used to support the right of individuals to make their own decisions	I will be assessed on a 1:1 with my assessor or through group work.
	7.3c I will explain why personal views must not influence an individual's own choices or decisions	I will be assessed on a 1:1 with my assessor or through group work.
	7.3d I will describe why there may be times when I need to support an individual to question or challenge decisions made about them by others	I will be assessed on a 1:1 with my assessor or through group work.
7.4 I will support individuals in making choices about their care	7.4a I will demonstrate how to support individuals to make informed choices	I will be observed by my assessor as part of my normal work duties.
	7.4b I will check risk assessment processes are used to support the right of individuals to make their own decisions	I will be observed by my assessor as part of my normal work duties.
	7.4c I will reflect on how my own personal views could influence an individual's own choices or decisions	I will carry out a reflection exercise by completing a reflection template for my assessor to check.
	7.4d Where appropriate I will support individuals to question or challenge decisions made about them by others	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
	7.4e I will report any concerns I have to the relevant person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
7.5 I understand how to support active participation	7.5a I will describe the importance of how valuing people contributes to active participation	I will be assessed on a 1:1 with my assessor or through group work.
	7.5b I will explain how to enable individuals to make informed choices about their lives	I will be assessed on a 1:1 with my assessor or through group work.
	7.5c I will list other ways I can support active participation	I will be assessed on a 1:1 with my assessor or through group work.
	7.5d I will describe the importance of enabling individuals to develop skills in self-care and to maintain their own network of friends within their community	I will be assessed on a 1:1 with my assessor or through group work.

7.6 I will support the individual in active participation in their own care	7.6a I will demonstrate that I can support the active participation of individuals in my care	I will be observed by my assessor as part of my normal work duties.
	7.6b I will reflect on how my own personal views could restrict the individual's ability to actively participate in their care	I will carry out a reflection exercise by completing a reflection template for my assessor to check.
	7.6c I will report any concerns to the relevant person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.

Standard 7: Privacy and Dignity

Mapping to other key resources:

Code of Conduct

2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 8: Fluids and nutrition

Standard 8: Fluids and nutrition

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
8.1 I understand the principles of hydration, nutrition and food safety	8.1a I will describe the importance of food safety, including hygiene, in the preparation and handling of food	I will be assessed on a 1:1 with my assessor or through group work.
	8.1b I will explain the importance of good nutrition and hydration in maintaining health and wellbeing	I will be assessed on a 1:1 with my assessor or through group work.
	8.1c I will list signs and symptoms of poor nutrition and hydration	I will be assessed on a 1:1 with my assessor or through group work.
	8.1d I will explain how to promote adequate nutrition and hydration	I will be assessed on a 1:1 with my assessor or through group work.
8.2 I will support individuals to have access to fluids in accordance with their plan of care	8.2a I will check that drinks are within reach of those that have restrictions on their movement/ mobility	I will be observed by my assessor as part of my normal work duties.
	8.2b I will check that drinks are refreshed on a regular basis	I will be observed by my assessor as part of my normal work duties.
	8.2c I will check that individuals are offered drinks in accordance with their plan of care	I will be observed by my assessor as part of my normal work duties.
	8.2d I will support and encourage individuals to drink in accordance with their plan of care	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
	8.2e I will report any concerns to the relevant person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.
8.3 I will support individuals to have access to food and nutrition in accordance with their plan of care	8.3a I will check that any nutritional products are within reach of those that have restrictions on their movement/ mobility	I will be observed by my assessor as part of my normal work duties.
	8.3b I will check food is at the appropriate temperature	I will be observed by my assessor as part of my normal work duties.
	8.3c I will check food is presented in accordance with the plan of care i.e. the individual is able to eat it	I will be observed by my assessor as part of my normal work duties.
	8.3d I will check that appropriate utensils are available to enable the individual to meet their nutritional needs as independently as possible	I will be observed by my assessor as part of my normal work duties.
	8.3e I will support and encourage individuals to eat in accordance with their plan of care	I will be observed by my assessor as part of my normal work duties.

	<p>8.3f I will report any concerns to the relevant person. This could include:</p> <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	<p>I will be observed by my assessor as part of my normal work duties or, if the opportunity for me to demonstrate this during my induction period does not arise, I will be assessed using role play or similar scenarios.</p>
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Standard 8: Fluids and nutrition

Whilst supporting individuals with meeting their fluid and nutritional needs may not seem to be part of your role it is important to ensure that, wherever you are working, people have appropriate access to fluids and nutrition. Examples of this may be:

- An Outpatient Department making sure that people are offered a drink if they have been waiting for a long time or it's a hot day especially if they have restrictions on their movement/ mobility.
- Ensuring disposable cups are available where there are water coolers/ fountains. It may be the duty of another worker to do this but if you notice there are no disposable cups you should take action to ensure these are replaced.
- An OT Assistant may undertake an assessment of a person's daily living skills in order to maintain or increase the independence of the individual with eating.
- In the normal course of work you may visit someone on a ward or in a residential care setting and notice the individual is having difficulty with eating. You must report any concerns you have.

Mapping to other key resources:

Code of Conduct

2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support

National Occupational Standards

- [SCDHSC0213](#) Provide food and drink to promote individuals' health and well being
- [SCDHSC0214](#) Support individuals to eat and drink

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 9: Dementia and Cognitive issues

Standard 9: Dementia and Cognitive issues

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
9.1 I recognise possible signs of Dementia and other cognitive issues	9.1a I will list the possible signs of dementia and other cognitive issues in the individuals with whom I work	I will be assessed on a 1:1 with my assessor or through group work.
	9.1b I will explain why depression, delirium and age related memory impairment may be mistaken for dementia	I will be assessed on a 1:1 with my assessor or through group work.
	9.1c I will explain why early diagnosis is important in relation to dementia and other cognitive issues	I will be assessed on a 1:1 with my assessor or through group work.
	9.1d I will describe when assessments of capacity need to be made and used	I will be assessed on a 1:1 with my assessor or through group work.
	9.1e I will describe who I should tell, and how, if I suspect symptoms associated with dementia and other cognitive issues	I will be assessed on a 1:1 with my assessor or through group work.

Standard 9: Dementia and cognitive issues

You must be familiar with the Mental Capacity Act (2005) which sets out a checklist of things to consider when deciding what's in a person's 'best interests'.

Mapping to other key resources:

Code of Conduct

n/a

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 10: Safeguarding Adults

Standard 10: Safeguarding Adults

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment	
10.1 I understand the principles of Safeguarding adults	10.1a I will explain the term safeguarding adults	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1b I will explain my own role and responsibilities in safeguarding individuals	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1c I will list the main types of abuse	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1d I will describe what constitutes harm	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1e I will explain why an individual may be vulnerable to harm or abuse	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1f I will describe what constitutes restrictive practices	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1g I will list the signs and symptoms associated with abuse	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1h I will describe the nature and scope of harm to and abuse of adults at risk	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1i I will list a range of factors which have featured in adult abuse and neglect	I will be assessed on a 1:1 with my assessor or through group work.	
	10.1j I will demonstrate the importance of ensuring individuals are treated with dignity and respect when providing health and care services	I will be observed by my assessor as part of my normal work duties.	
	10.1k I will describe where to get information and advice about my role and responsibilities in preventing and protecting individuals from harm and abuse	I will be assessed on a 1:1 with my assessor or through group work.	
	10.2 I will reduce the likelihood of abuse	10.2a I will describe how care environments can promote or undermine people's dignity and rights	I will be assessed on a 1:1 with my assessor or through group work.
		10.2b I will explain the importance of individualised, person centred care	I will be assessed on a 1:1 with my assessor or through group work.
10.2c I will explain how to apply the basic principles of helping people to keep themselves safe		I will be assessed on a 1:1 with my assessor or through group work.	
10.2d I will explain the local arrangements for the implementation of multi-agency Safeguarding Adult's policies and procedures		I will be assessed on a 1:1 with my assessor or through group work.	
10.2e I will list ways in which the likelihood of abuse can be reduced by managing risk and focusing on prevention		I will be assessed on a 1:1 with my assessor or through group work.	
10.2f I will explain how a clear complaints procedure for reducing the likelihood of abuse		I will be assessed on a 1:1 with my assessor or through group work.	

10.3 I will respond to suspected or disclosed abuse	10.3a I will explain what to do if abuse of an adult is suspected; including how to raise concerns within local whistleblowing policy procedures	I will be assessed on a 1:1 with my assessor or through group work.
10.4 I will protect people from harm and abuse – locally and nationally	10.4a I will list relevant legislation, local and national policies and procedures which relate to safeguarding adults	I will be assessed on a 1:1 with my assessor or through group work.
	10.4b I will explain the importance of sharing information with the relevant agencies	I will be assessed on a 1:1 with my assessor or through group work.
	10.4c I will describe the actions to take if I experience barriers in alerting or referring to relevant agencies	I will be assessed on a 1:1 with my assessor or through group work.

Standard 10: Safeguarding Adults

Mapping to other key resources:

Code of Conduct

1.5 tell your supervisor or employer about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this.

1.9 report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use health and care services and, if necessary use whistleblowing procedures to report any suspected wrongdoing.

3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.

6.4 improve the quality and safety of the care you provide with the help of your supervisor (and a mentor if available), and in line with your agreed ways of working.

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 11: Safeguarding Children

Standard 11 Safeguarding Children

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<p>11.1 I will safeguard children</p>	<p>11.1a I will meet the national minimum training standards for Safeguarding Children as set out in “<i>Safeguarding Children and Young people: roles and competences for health care staff.</i>” (Intercollegiate Royal College of Paediatrics and Child Health 2010).</p> <p>If I work in health: According to role, I will undertake either</p> <p>Level 2: Minimum level required for clinical staff who have some degree of contact with children and young people and/or parents/carers.</p> <p>or</p> <p>Level 3: Clinical staff working with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns.</p> <p>If I work in Social Care: I will explain what I must do if I suspect a child, young person (met in any circumstances) is being abused or neglected.</p>	<p>My assessor will help me to decide which standards I need to meet for my role. They will let me know how I will be assessed.</p>

Standard 11: Safeguarding Children

Mapping to other key resources:

Code of Conduct

1.5 tell your supervisor or employer about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this.

1.9 report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use health and care services and, if necessary use whistleblowing procedures to report any suspected wrongdoing.

3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.

6.4 improve the quality and safety of the care you provide with the help of your supervisor (and a mentor if available), and in line with your agreed ways of working.

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 12: Basic Life Support

Standard 12: Basic Life Support

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<p>12.1 I will be able to provide basic life support</p>	<p>11.1a I will be able to carry out basic life support.</p> <p>I will complete the appropriate Basic Life Support Training at Level 2 as specified by the UK Resuscitation Council.</p> <ul style="list-style-type: none"> • If I work with Adults in health and social care I will undertake training in adult basic life support. • If I work with Paediatric patients in health I will undertake training in paediatric basic life support. • If I work with Newborn patients in health I will undertake training in newborn life support. <p>Guidance:</p> <ul style="list-style-type: none"> • Resuscitation Council 2010 Resuscitation Guidelines • Cardiopulmonary Resuscitation – Standards for clinical practice and training Joint Statement 	<p>My assessor will help me to decide which standards I need to meet for my role. They will let me know how I will be assessed.</p>

Standard 12: Basic Life Support

Mapping to other key resources:

Code of Conduct

n/a

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 13: Health and safety

Standard 13: Health and safety

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
13.1 I understand my own responsibilities, and the responsibilities of others, relating to health and safety in the work setting	13.1a I will list legislation relating to general health and safety in a health or social care work setting	I will be assessed on a 1:1 with my assessor or through group work.
	13.1b I will describe the main points of the health and safety policies and procedures agreed with the employer	I will be assessed on a 1:1 with my assessor or through group work.
	13.1c I will outline the main health and safety responsibilities of: <ul style="list-style-type: none"> • self • the employer or manager • others in the work setting 	I will be assessed on a 1:1 with my assessor or through group work.
	13.1d I will list tasks relating to health and safety that should not be carried out without special training	I will be assessed on a 1:1 with my assessor or through group work.
	13.1e I will explain how to access additional support and information relating to health and safety	I will be assessed on a 1:1 with my assessor or through group work.
	13.1f I will describe different types of accidents and sudden illness that may occur in my own work setting	I will be assessed on a 1:1 with my assessor or through group work.
13.2 I understand Risk Assessment	13.2a I will explain why it is important to assess the health and safety risks posed by particular work settings, situations or activities	I will be assessed on a 1:1 with my assessor or through group work.
	13.2b I will describe how and when to report health and safety risks that I have identified	I will be assessed on a 1:1 with my assessor or through group work.
13.3 I will move and assist safely	13.3a I will identify key pieces of legislation that relate to moving and assisting	I will be assessed on a 1:1 with my assessor or through group work.
	13.3b I will list tasks relating to moving and assisting that I am not allowed to carry out until I am competent	I will be assessed on a 1:1 with my assessor or through group work.
	13.3c I will demonstrate how to move and assist people and objects safely, maintaining the individual's dignity, and in line with legislation and agreed ways of working	I will be observed by my assessor as part of my normal work duties.
13.4 I understand procedures for responding to accidents and sudden illness	13.4a I will list the different types of accidents and sudden illness that may occur in the course of my work	I will be assessed on a 1:1 with my assessor or through group work.
	13.4b I will describe the procedures to be followed if an accident or sudden illness should occur	I will be assessed on a 1:1 with my assessor or through group work.
	13.4c I will list the emergency first aid actions I am and am <u>not</u> allowed to carry out	I will be assessed on a 1:1 with my assessor or through group work.

13.5 I understand medication and healthcare tasks	13.5a I will describe the agreed ways of working in relation to medication	I will be assessed on a 1:1 with my assessor or through group work.
	13.5b I will describe the agreed ways of working in relation to healthcare tasks	I will be assessed on a 1:1 with my assessor or through group work.
	13.5c I will list the tasks relating to medication and health care procedures that I am <u>not</u> allowed to carry out until I am competent	I will be assessed on a 1:1 with my assessor or through group work.
13.6 I will handle hazardous substances	13.6a I will describe the hazardous substances in my workplace	I will be assessed on a 1:1 with my assessor or through group work.
	13.6b I will demonstrate safe practices for storing, using and disposing of hazardous substances	I will be observed by my assessor as part of my normal work duties.
13.7 I will promote fire safety	13.7a I will explain how to prevent fires from starting or spreading	I will be assessed on a 1:1 with my assessor or through group work.
	13.7b I will describe what to do in the event of a fire	I will be assessed on a 1:1 with my assessor or through group work.
13.8 I will work securely	13.8a I will describe the measures that are designed to protect my own security at work, and the security of those I support	I will be assessed on a 1:1 with my assessor or through group work.
	13.8b I will explain the agreed ways of working for checking the identity of anyone requesting access to premises or information	I will be assessed on a 1:1 with my assessor or through group work.
13.9 I will manage stress	13.9a I will list common signs and indicators of stress in myself and others	I will be assessed on a 1:1 with my assessor or through group work.
	13.9b I will identify circumstances that tend to trigger stress in myself and others	I will be assessed on a 1:1 with my assessor or through group work.
	13.9c I will list ways to manage stress	I will be assessed on a 1:1 with my assessor or through group work.

Standard 13: Health and Safety

Mapping to other key resources:

Code of Conduct

1. Be accountable by making sure you can answer for your actions or omissions
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support
4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 14: Handling Information

Standard 14: Handling Information

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
14.1 I will handle information	14.1a I will describe the agreed ways of working and legislation regarding the recording, storing and sharing of information	I will be assessed on a 1:1 with my assessor or through group work.
	14.1b I will explain why it is important to have secure systems for recording, storing and sharing information	I will be assessed on a 1:1 with my assessor or through group work.
	14.1c I will demonstrate how to keep records that are up to date, complete, accurate and legible	I will be assessed on a 1:1 with my assessor or through group work.
	14.1d I will explain how, and to whom, to report if I become aware that agreed ways of working have not been followed	I will be assessed on a 1:1 with my assessor or through group work.

Standard 14: Handling Information

Mapping to other key resources:

Code of Conduct

5. Respect people's right to confidentiality

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Standard 15: Infection prevention and control

Standard 15: Infection prevention and control

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
15.1 I will prevent the spread of infection	15.1a I will describe the main ways an infection can get into the body	I will be assessed on a 1:1 with my assessor or through group work.
	15.1b I will demonstrate effective hand hygiene	I will be observed by my assessor as part of my normal work duties.
	15.1c I will explain how my own health or hygiene might pose a risk to the individuals I support or work with	I will be assessed on a 1:1 with my assessor or through group work.
	15.1d I will list common types of personal protective clothing, equipment and procedures and how and when to use them	I will be assessed on a 1:1 with my assessor or through group work.
	15.1e I will explain the principles of safe handling of infected or soiled linen and clinical waste	I will be assessed on a 1:1 with my assessor or through group work.

Standard 15: Infection prevention and control

Mapping to other key resources:

Code of Conduct

n/a

Compassion in Practice (6Cs)

Care, Compassion, Competence, Communication, Courage and Commitment

Glossary of terms

ABUSE: Abuse may be physical, sexual, emotional or psychological. It may be related to a person's age, race, gender, sexuality, culture or religion and may be financial, institutional in nature. It includes both self-neglect and neglect by others.

ACTIVE PARTICIPATION: Active participation is a way of working that recognises an individual's right to participate in the activities and relationships of everyday life as independently as possible. The individual is regarded as an active partner in their own care or support, rather than as a passive recipient. Ways to support active participation may include assistive technology, for example use of electronic or other devices. Adult Social Care Workers should refer to Common Core Principles to Support Self Care, principle 6 (www.skillsforcare.org.uk/selfcare). Healthcare Support Workers should refer to the Essence of Care Department of Health Publication (2010).

ADVICE AND SUPPORT: Advice and support can come from within or outside of your organisation and may include raising any concerns you may have.

AGREED WAYS OF WORKING: This refers to company policies and procedures. This includes those less formally documented by individual employers and the self-employed or formal policies such as the Dignity Code, Essence of Care and Compassion in Practice.

AT WORK: The definition of 'at work' may include within the home of the individual you are supporting.

BARRIERS: These can include barriers of culture, gender, religion, language, literacy, health issues, disability, sensory or physical impairment.

CARE AND SUPPORT: Care and support enables people to do the everyday things like getting out of bed, dressed and into work; cooking meals; seeing friends; caring for our families; and being part of our communities. It might include emotional support at a time of difficulty or stress, or helping people who are caring for a family member or friend. It can mean support from community groups or networks: for example, giving others a lift to a social event. It might also include state-funded support, such as information and advice, support for carers, housing support, disability benefits and adult social care.

CLINICAL WASTE: This includes 'sharps', such as needles, bodily fluids and used dressings.

COGNITIVE ISSUES: Examples of cognitive issues include dementia, learning disabilities, anxiety, depression and eating disorders.

COMMUNICATION: This includes verbal and non-verbal communication such as signs, symbols, pictures, writing, objects of reference, human and technical aids, eye contact, body language and touch. Communication may take place face to face, by telephone, email, text, via social networks, written reports and letters.

CONTINUING PROFESSIONAL DEVELOPMENT: This is the way in which a worker continues to learn and develop throughout their careers, keeping their skills and knowledge up to date and ensuring they can work safely and effectively.

DILEMMA: A difficult situation or problem.

DIVERSITY: celebrating differences and valuing everyone. Diversity encompasses visible and non-visible individual differences and is about respecting those differences.

DUTY OF CARE: Your duty of care means that you must aim to provide high quality care to the best of your ability and say if there are any reasons why you may be unable to do so.

EQUALITY: being equal in status, rights, and opportunities.

FUNCTIONAL LEVEL: The essential elements of literacy, numeracy and communication skills you need to perform your work confidently and effectively.

HANDLING COMMENTS AND COMPLAINTS: This includes recording them.

HARM: Harm includes ill treatment (including sexual abuse, exploitation and forms of ill treatment which are not physical); the impairment of health (physical or mental) or development (physical, intellectual, emotional, social or behavioural); self-harm and neglect; unlawful conduct which adversely affects a person's property, rights or interests (for example, financial abuse).

HEALTH AND SAFETY: This could be in relation to the safety of yourself, your colleagues or the people you support.

HEALTHCARE TASKS: These include any clinical procedures carried out as part of a care or support plan, for example those relating to stoma care, catheter or injections.

INCLUSION: ensuring that people are treated equally and fairly and are included as part of society.

INDIVIDUAL: This refers to any adult, child or young person accessing care or support; it will usually mean the person or people supported by the worker.

INDUCTION: This is the initial introduction to work that employees receive. The length of induction is determined by local employers and will vary in length and delivery.

KEY PEOPLE: The people who are important to an individual and who can make a difference to his or her wellbeing. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

LEGISLATION: Important legislation includes the Data Protection Act, the Human Rights Act and the Mental Capacity Act.

MANAGING RISK: Supporting individuals to exercise their choices and rights, recognising the balance between managing risk and enabling independence, choice and control.

MOVING AND ASSISTING: This is often referred to as 'moving and handling' in health and 'moving and positioning' in social care.

NEEDS: Assessed needs can include a variety of physical, emotional, social, spiritual, communication, learning, support or care needs.

OTHERS: For example, your own colleagues and other professionals across health and social care.

PERSONAL DEVELOPMENT PLAN: Yours may have a different name, but it will record information such as agreed objectives for development, proposed activities to meet those objectives and timescales for review.

PERSON-CENTRED VALUES: These include individuality, independence, privacy, partnership, choice, dignity, respect and rights.

REFLECTIVE PRACTICE: This is the process of thinking about every aspect of your work, including identifying how and where it could be improved.

REPORTING: This includes the recording of adverse events, incidents, confrontations, errors and issues.

RESTRAINT AND RESTRICTIONS: Section 6 (4) of the Mental Capacity Act 2005 states that someone is using restraint if they use or threaten to use force to make someone do something that they are resisting; or restrict a person's freedom of movement, whether they are resisting or not.

SECURE SYSTEMS: This includes both manual and electronic systems.

SELF-CARE: This refers to the practices undertaken by people towards maintaining health and wellbeing and managing their own care needs. It has been defined as: *"the actions people take for themselves, their children and their families to stay fit and maintain good physical*

and mental health; meet social and psychological needs; prevent illness or accidents; care for minor ailments and long-term conditions; and maintain health and wellbeing after an acute illness or discharge from hospital." (Self care – A real choice: Self care support – A practical option, published by Department of Health, 2005).

SERVICES: Services may include translation, interpreting, speech and language therapy and advocacy services.

SOURCES OF SUPPORT: These may include formal or informal support, supervision and appraisal.

STANDARDS: These may include codes of conduct and practice, regulations, registration requirement (quality standards), National Occupational Standards and the Human Rights Act.

STRESS: While stress can have positive as well as negative effects, but in this document the word is used to refer to negative stress.

WELLBEING: A person's wellbeing may include their sense of hope, confidence and self-esteem, their ability to communicate their wants and needs, to make contact with others, to show warmth and affection, and to experience and show pleasure or enjoyment.

WHISTLEBLOWING: Whistleblowing is when a worker reports suspected wrongdoing at work. Officially this is called *'making a disclosure in the public interest'* and may sometimes be referred to as *'escalating concerns.'* You must report things that you feel are not right, are illegal or if anyone at work is neglecting their duties. This includes when someone's health and safety is in danger; damage to the environment; a criminal offence; that the company is not obeying the law (like not having the right insurance); or covering up wrongdoing.