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| https://www.westsussexcpd.co.uk/_images/14106/Care%20Act/The_Care_Certificate.jpg | ***Learner Resource******Question Workbook*** |
| **Care Certificate Question Workbook – Standard 4** |

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| --- | --- |
| **Name of Care Worker:** |  |
| **Start Date:** |  |
| **Completion Date:** |  |

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# The Care Certificate for Adult Social Care Workers

## Introduction

Welcome to the Care Certificate Question Workbook for Standard 4. This sets out a series of questions that you need to complete to demonstrate that you have the knowledge, skills and behaviours of an effective Care Worker within Adult Social Care.

The details you provide in this Workbook will be used by your Assessor to determine if you meet the requirements set out in the Standard. There may be times that your Assessor will come back to you and ask for some more information or further details to demonstrate your knowledge, skills and behaviours.

## Developing Knowledge, Skills and Behaviours

You may be an experienced Care Worker or new to a care giving role, but it is essential that you develop and keep your knowledge, skills and behaviours up-to-date to ensure we provide quality service user focussed care services.

We have made available a range of learning resources and eLearning to help you develop and aid the completion of the Care Certificate. These can be accessed on the **Induction Hub for new Care Workers** is available on ASC LeadER ([www.ascleader.co.uk](http://www.ascleader.co.uk)).

Although the majority of learning resources and eLearning are available for those without an ASC LeadER Account, it is recommended that Care Workers create an account. This provides a broader range of services and learning resources.

Care Workers can request an ASC LeadER account on the following link - [https://www.ascleader.co.uk/login/signup.php?](https://www.ascleader.co.uk/login/signup.php), or by clicking the *Login* button at the top of the screen and then clicking the *Create new account* button. Account requests are validated by the Social Care Academy and approval is normally given within 24 hours.

## Assessment

This Workbook will be assessed by a nominated person that has experience and competence of working in the Adult Social Care Sector.

* Within the East Riding of Yorkshire Council, this will be carried out by an Assessor from the Social Care Academy.
* In the Independent Care Sector this may be a Trainer, Champion or Manager appointed by the provider. You need to discuss this with your Senior or Manager and they will advise who will support you.

# Key Terminology

The following key terms are used throughout the Care Certificate Assessment.

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| --- | --- |
| **Term** | **Details** |
| Demonstrate | This means to show how a task is completed in the course of real work or a simulated activity |
| Describe | This means to create a picture with words but not simply writing a list of bullet points |
| List | This means to identify the main points which can be written as bullet points |
| Explain | This means you will need to provide a clear account of your understanding, including details like why and how. |
| Define | This means to provide a definition, **in your own words**, to demonstrate your understanding. |
| Identify | This means to point out, highlight or note down the main answers or examples that relate to the subject. |
| Summarise | This means to think about the main points and simplify or shorten these points to provide a basic outline. |

**Note:** Please ensure you refer to and follow the above terminology guidelines when completing your answers to the activity questions.

# Standard 4 - Equality and Diversity

**Activity 4.1a** Complete the table below to **explain** the key terminology, in your own words:

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| **Diversity** |
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| --- |
| **Eqaulity** |
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| --- |
| **Inclusion** |
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|  |
| --- |
| **Discrimination** |
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**Activity 4.1b** Discrimination may happen deliberately or by mistake within social care settings. For each example below, **describe** the discrimination that is happening including whether it is deliberate or inadvertent (by mistake).

|  |  |  |
| --- | --- | --- |
| **A community group organises activities in a village hall that does not have access that is suitable for individuals who are wheelchair users.** | **Deliberate** | **Inadvertent** |
|  |

|  |  |  |
| --- | --- | --- |
| **In a hospital a volunteer gives smaller portions of food to women than men because they believe that men have bigger appetites.** | **Deliberate** | **Inadvertent** |
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| --- | --- | --- |
| **A care home has a policy that limits kitchen hours from 8am to 5pm. A new resident follows Ramadan, meaning they can eat only before sunrise and after sunset. As a result of the policy they are not able to eat proper meals for the month of Ramadan.** | **Deliberate** | **Inadvertent** |
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| --- | --- | --- |
| **A home care worker stays longer at the home of an individual than they should because they are fond of the individual which means that the next person has less time for their care and support.** | **Deliberate** | **Inadvertent** |
|  |

**Activity 4.1c:** There are a number of ways that can help to reduce the likelihood of discrimination happening in a workplace. **Explain** how practices that support equality and diversity, such as working in a person centred way, can help to reduce discrimination in the workplace.

|  |
| --- |
| **Working in a person centred way can help to reduce the likelihood of discrimination because...** |
|  |

**Activity 4.2a:** In the spaces below, **identify** which legislation and codes of practice or conduct relating to equality, diversity and discrimination apply to you as a care worker.

|  |
| --- |
| **1** |
|  |
| **2** |
|  |
| **3** |
|  |
| **4** |
|  |
| **5** |
|  |
| **6** |
|  |

**Activity 4.2c:** Reflect on the two examples of discriminatory practice below. For each example, **describe** how you could address the discriminatory practice in order to encourage positive change.

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| --- |
| **An individual you are supporting is unable to reach the counter at the checkout to pay for their shopping.** |
|  |

|  |
| --- |
| **You notice a colleague continuously refuses to support or treat an individual and they have said it is because of the individual’s sexual orientation.** |
|  |

**Activity 4.3a:** In the spaces below, **identify** a range of sources of information, advice and support about diversity, equality and inclusion.

|  |
| --- |
| **1** |
|  |
| **2** |
|  |
| **3** |
|  |
| **4** |
|  |
| **5** |
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| **6** |
|  |

**Activity 4.3b and c:** Think about situations when you may need additional information, advice and support. Fill in the table below to demonstrate how you would try to find additional information, advice and support about diversity, equality and inclusion. One example situation has been done for you. For the second example think of a situation that can happen in your own work.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **When would you access information, advice****and support?** | **How would you access****information, advice****and support?** | **Whom would you ask for advice and support in relation to this and why?** |
| **1. You realise that your knowledge of dementia could be improved in order to support****an individual’s specific communication needs.** |  |  |  |
|  |  |  |  |