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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 6** |

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

Version 1.0 – 10/2020

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# The Care Certificate for Adult Social Care Workers

## Introduction

Welcome to the Care Certificate Question Workbook for Standard 6. 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 6 - Communication

**Activity 6.1a:** Choose five different types of communication and **describe** how and when they might be used.

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| **Type** | **How and when it could be used** |
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**Activity 6.1b:** Use examples from your own workplace to **describe** how good and poor communication could affect relationships at work.

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| **Examples of good communication affecting a work relationship.** |
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| **Examples of poor communication affecting a work relationship.** |
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**Activity 6.1c:** Imagine you are talking to an individual about a change to their care plan. During the conversation, which starts very relaxed, you notice that the person starts getting fidgety and avoiding eye contact. Their body language changes, they turn sideways on their chair so they no longer face you.

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| **Why is it important that you notice the changes in the other person’s reactions?** |
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| **Why is it important that you respond to the changes in the other person’s reactions?** |
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**Activity 6.2a Part i):** Use the space below to **list** four ways that can help you to establish an individual’s language needs, wishes and preferences.

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| **1** |
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| **2** |
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| --- |
| **3** |
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| **4** |
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**Activity 6.2a Part ii):** **Describe** how each of the above can help you to establish an individual’s communication and language needs, wishes and preferences.

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| **1** |
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| **2** |
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| --- |
| **3** |
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| --- |
| **4** |
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**Activity 6.2b** Think of the different communication needs, wishes and preferences that individuals may have. Complete the space below to **list** at least six different styles or methods of communication that could help you when communicating with individuals. An example has been provided for you.

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| **1** |
| Touch |

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| **2** |
|  |

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| --- |
| **3** |
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| **4** |
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| **5** |
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| **6** |
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**Activity 6.3a & b:** Complete the table below to make a **list** of potential barriers to effective communication and describe ways to reduce the barrier. An example has been provided for you:

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| --- | --- |
| **Barrier to communication** | **How it can be reduced** |
| Substance misue | If an individual’s behaviour is affected because of misuse of substances, I need to think carefully about how I will use my communication skills to make sure the individual is supported. If they are frustrated and angry I will need to use a calming tone of voice and relaxed body language but maintain a safe distance. |
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**Activity 6.3c:** During any conversation or discussion, you would like to know that you have got your point across to the other person or people, and that they know or understand what you mean. How could you check to make sure that the other person understands what you are saying?

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**Activity 6.3d:** Think of an individual or group of individuals in your workplace that you might struggle to communicate with. Make sure you respect confidentiality by not using their name. Who could help you with information, support or services to communicate more effectively? How could they help?

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| **The example from my place of work I have chosen is…** |
|  |

|  |
| --- |
| **I could find information and support or services from…** |
|  |

|  |
| --- |
| **They could help me to…** |
|  |

**Activity 6.4a:** In your own words, **describe** the meaning of confidentiality in relation to your job role. You might use your contract or job description to help you.

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| --- |
| **In my job confidentiality means:** |
|  |

**Activity 6.4b:** Familiarise yourself with your workplace’s agreed ways of working in relation to confidentiality. Complete the table below to **list** legislation and agreed ways of working to maintain confidentiality in your daily routines.

*Agreed ways of working* means the company policies and procedures and includes those less formally documented by individual employers and the self-employed as well as formal policies such as the Dignity Code, Essence of Care and Compassion in Practice.

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| --- | --- |
| **Legislation** | **Agreed ways of working** |
|  |  |

**Activity 6.4c:** At times you may come across situations where you need to share confidential information, even if the individual doesn’t want you to. Give three examples of situations that might happen in your workplace where information might need to be passed on to other key people.

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| **1** |
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| **2** |
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| **3** |
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**Activity 6.4d** Imagine **one** of the situations you described in the last task happens whilst you are on duty. Who could you ask for advice and support about confidentiality? And how would they be able to help you?

|  |  |
| --- | --- |
| **People I could ask** | **They could help me with advice and support because…** |
|  |  |