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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 7** |

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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 7. 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 7 - Privacy and Dignity

**Activity 7.1a** In relation to care practice, **describe** what is meant by the terms privacy and dignity:

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| **Privacy is…** |
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| **Dignity is…** |
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**Activity 7.1b:** As healthcare support workers and adult social care workers, you will be providing care to individuals who have a range of different needs, wishes and preferences and in situations which may be sensitive, personal or challenging. In the table below, **list** five situations where an individual’s privacy and dignity could be compromised and then for each one **describe** how you would maintain their privacy and dignity.

| **Situations when an individual’s privacy and dignity could be compromised** | **Describe how you would maintain the individual’s privacy and dignity in this situation** |
| --- | --- |
| When entering the space, bedside, cubicle, room or home that an individual is in. | The code of conduct for healthcare support workers and adult social care workers states that I must gain consent before providing care and support to an individual. Therefore, I must always make my presence known and ask if the individual is happy for me to enter the space they are in. |
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**Activity 7.2c:** It is essential that you do not disclose anything about an individual that they wish to be kept private, unless it is appropriate to do so. **Explain** why this is so important, you could include the following aspects of a person’s life in your answer; Health condition, Sexual Orientation, Personal history, Social circumstances.

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**Activity 7.3a:** There are a number of ways that you can help individuals to make informed choices. **Describe** three different ways in the boxes below: an example has been provided for you.

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| Provide as much information as possible |  |
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**Activity 7.3b & c:** Risk taking, risk assessment and risk enablement are three terms that you should be familiar with as a care worker. Familiarise yourself with these terms and answer the two questions below:

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| **How can risk assessment be used to support the right of individuals to make their own decisions?** |
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| **Why must you ensure that your personal views do not influence an individual’s own choices or decisions?** |
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**Activity 7.3d Part i):** For each of the statements below, decide whether you need to support the individual to question or challenge the decision. Please answer Yes or No.

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|  | **Yes or No?** |
| **An individual has been transferred to a new service or situation without being informed of the change.**  |  |
| **An individual has consented to being referred to a speech therapist for support after a stroke.**  |  |
| **An individual’s diet plan has been changed but they are not sure why.**  |  |

**Activity 7.3d Part ii)** Thinking about the statements above, **describe** why you would need to support individuals to question or challenge decisions made about them by others. Include the following factors in your answer; Confidence, Self-esteem, Person-centred care, Empower.

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**Activity 7.4d:** As part of your duty of care, you have a responsibility to support individuals to question or challenge the decisions that are made about them by others, especially if these decisions have been made without their involvement or consent. For the two examples below, state how you would support the individuals to question or challenge the decision and also **describe** how you would report your concerns to a relevant person.

**Example 1:** **An individual tells you that their medication has been changed and they are experiencing side effects; they think this is because of another pre-existing condition.**

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| **How would you support the individual to question or challenge the decision?** |
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| **Describe how you would report any concerns you have to the relevant person (this could include a senior member of staff, carer or family member).** |
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**Example 2: One of the individuals you support who has dementia has been declined access to a service or activity as it is believed it may cause unwanted negative emotions.**

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| **How would you support the individual to question or challenge the decision?** |
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| **Describe how you would report any concerns you have to the relevant person (this could include a senior member of staff, carer or family member).** |
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**Activity 7.5a, b & d:** Valuing the individuals you care for and support makes a very important contribution to encouraging active participation. **Part i):** Complete the questions below to show how you can support active participation for the individual involved

**A young ex-serviceman is being rehabilitated in hospital after receiving significant trauma to both legs. He is soon to return home to his wife and children with support of an occupational therapist to ensure his home is equipped with the correct services to continue his rehabilitation. Prior to sustaining his injuries, he was engaged in many social activities and enjoyed sports such as basketball and surfing.**

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| **Explain how you would enable the individual to make informed choices about his life.** |
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| **Why is it important to enable the individual to develop skills in self-care?** |
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| **Why is it important to enable the individual to maintain their own network of friends within their community?** |
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**Activity 7.5a, b & d Part ii):** **Describe** the importance of how valuing individuals, such as in the question above, helps to contribute to and encourage active participation. You could use the above example to help you describe your points.

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**Activity 7.5c** Complete the boxes below to list other ways you can use to support active participation.

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| **3** |
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**Activity 7.6b:** Self-awareness and reflection is an essential part of your care practice and being aware of your own attitudes and beliefs can help you to make sure the quality of your work is not affected negatively.

**Reflection:** reflection is the process of thinking about your experiences in a critical way to explore what you could do differently, improve on or remember for next time.

* A reflective account could include: ­­
* What happened? ­­
* What went well? ­­
* What didn’t go so well? ­­
* What could you do to improve? ­­
* How will you put this into practice next time?

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| **Produce a written account to show how your personal views could restrict the individual’s ability to actively participate in their care.** |
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