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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 14** | |

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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 14. 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?>, 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.

|  |  |
| --- | --- |
| **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 14 - Handling information

**Activity 14.1a** Complete the table below to show your understanding of agreed ways of working around handling information and two pieces of related legislation. You will need to **describe** how they affect the recording, storing and sharing of information.

|  |  |  |
| --- | --- | --- |
|  | **This includes…** | **How does it affect the recording, sorting and sharing of information?** |
| **Agreed ways of working** |  |  |

|  |  |  |
| --- | --- | --- |
|  | **The aim of this legislation is…** | **How does it affect the recording, sorting and sharing of information?** |
| **Legislation 1…** |  |  |

|  |  |  |
| --- | --- | --- |
|  | **The aim of this legislation is…** | **How does it affect the recording, sorting and sharing of information?** |
| **Legislation 2…** |  |  |

**Activity 14.1b Part i):** Use the boxes below to **identify** the secure systems used in your service for recording, storing and sharing information.

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

**Activity 14.1b Part ii):** Now that you have thought about some of the secure systems used in your service, provide an explanation of why it is important to have securue systems for recording and sharing information. Make sure you use the following words in your answer; Vulnerable, Private, Safeguard, Responsibility, Trust, Protect.

|  |
| --- |
|  |

**Activity 14.1d Part i):** For each of the statements below, decide whether agreed ways of working in relation to handling information have been followed. Next to each statement note Yes or No.

|  |  |
| --- | --- |
|  | **Agreed ways of working followed?** |
| Sensitive personal information about individuals is left on display. |  |
| The last person on the staff computer has not logged out properly. |  |
| An individual is taken to a private and safe area to discuss their concerns. |  |
| An individual’s circumstance is discussed by colleagues over a lunch break. |  |
| The manager does not address a complaint made by an individual you support about a breach of confidentiality of their personal information. |  |
| An individual’s private details are taken and stored in a secure or locked cupboard. |  |
| Two workers communicate about an individual, when they are off duty through a Facebook message. |  |

**Activity 14.1d Part ii):** Think about the statements above that would need to be reported, **explain** how, and to whom, you would raise your concerns, or whistle blow, if you felt that agreed ways of working had not been followed.

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