

Standard 1: Understand Your Role

The learner is able to:

- ✔ 1.1 Understand their own role
- ✔ 1.2 Work in ways that have been agreed with their employer
- ✔ 1.3 Understand working relationships in health and social care
- ✔ 1.4 Work in partnership with others




1.1 | Understand their own role

1.1a | Describe their main duties and responsibilities

Before starting your job you will have been given a job description outlining your main duties and responsibilities. It is important that you understand what is expected of you and if there is anything that you do not understand that you ask a senior member of staff to explain it to you. If you feel you are not able to describe your main duties and responsibilities then you must ask a senior member of staff to explain them to you.

1.1b | List the standards and codes of conduct and practice that relate to their role

One of the things that you need to do is make yourself aware of standards and codes of practice that relate to your role. The care sector has standards that relate to your role. These are:

-  Code of Conduct
-  National Occupational Standards
-  Fundamental Standards from the Care Quality Commission

Skills for Care and Skills for Health have collaborated to issue a Code of Conduct for all workers in health and social care. As a Healthcare Support Worker or Adult Social Care Worker in England you must:

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.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion.

National Occupational Standards:

National Occupational Standards (NOS) have been developed in most industries, they:

- ✔ Describe best practice in particular areas of work
- ✔ Bring together the skills, knowledge and values necessary to do the work as statements of competence
- ✔ Provide managers with a tool for a wide variety of workforce management, quality control and specification tasks
- ✔ Are the basis of training and qualifications

The Health and Social Care National Occupational Standards are jointly owned by all the alliance partners within Skills for Care and Development and Skills for Health.

National Occupational Standards (NOS) give guidelines that are used as benchmarks for qualifications as well as for defining roles at work, staff recruitment, supervision and appraisal. Further details about the National Occupational Standards can be found on the websites, www.skillsforcare.org.uk and www.skillsforhealth.org.uk.

Fundamental Standards from the Care Quality Commission:

The Health and Social Care Act 2008 came fully into force on October 1st 2010 and introduced a universal set of essential standards that all care providers must meet. These have been replaced in April 2015 by the Fundamental Standards. The Care Quality Commission (CQC) is the regulator of health and adult social care in England. They make sure that the care individuals receive, meets essential standards of quality and safety. The Health and Social Care Act 2008 requires CQC to produce guidance for providers of health and adult social care to help them comply with the regulations within the Act. The regulation and guidance is designed to make sure that people who use services are protected and receive the care, treatment and support they need.

1.1c | Demonstrate that they are working in accordance with the agreed ways of working with their employe

By carrying out your job as required and learning how to do your job properly you will be fulfilling this outcome. It is important to remember not to carry out any tasks if you are not sure how to do them correctly – **ask for advice and support!**

You will be assessed carrying out your work to demonstrate that you are working in accordance with the agreed ways of working





1.1d | Explain how their previous experiences, attitudes and beliefs may affect the way they work

We are all shaped by our previous experiences and upbringing and we grow up with different value and belief systems. This does not make our views and opinions right just because they are ours, it makes our view right for us and our lives.

It is important to remember that some of the people you work with may hold very different values and ethical beliefs to you. You may find you work in situations that challenge your emotions and beliefs. Being able to see conflicts and problems from all sides, without pre-judging, will be particularly important when you are supporting individuals. You must support the individual's right to control their own lives and respect their views and beliefs.

You should use your supervision sessions and the support of your colleagues and your manager to make sure that you are able to manage any conflicts or problems this creates for you. For example if an individual has expressed an opinion and you find it conflicts with your own beliefs.

The way that you work may be affected by your previous experiences, your personal attitudes and your beliefs. Even without any experience of working supporting individuals, you will still bring with you a degree of knowledge and personal experience. That may be:

-  Experience of caring from raising a family
-  Experience from a previous job that has elements that link with your new role
-  Communication skills
-  A caring attitude

Most people prefer to be around people with a good attitude. We can describe someone with a good attitude as someone who is cheerful, doesn't criticise unnecessarily, looks for the positive and is helpful and kind. Having a good attitude can help you get more out of your work experience both in enjoyment and learning.

It will help you throughout the day and encourage those in your care and the people that you work with, to feel the same.

Belief can be seen as a religious belief, your belief in your work or your opinions.

Your religious belief, which will be important to you, may not be as relevant to others or the individuals you support. It is important to follow the guidelines that your organisation sets for religious beliefs. If the uniform code does not appear to allow you to wear the dress expected of you by your religion for some reason, you would need to discuss this with your manager. Your belief in how you work is important and is linked in part to attitude. This includes having the belief that you can make a difference and the belief that you can do the job to the best of your ability.

1.2 | Work in ways that have been agreed with their employer

1.2a | Describe their employment rights and responsibilities

When you started work with your employer you will have been given a contract of employment and shown, or given copies, of policies which relate to your employment. Within this contract it will detail what your rights are, such as your holiday entitlement, and what your responsibilities are such as when and how to report if you are not able to attend work due to illness.



Do you understand your contract of employment? Have you read the policies that relate to your employment?

1.2b | List the aims, objectives and values of the service in which they work

Your employer will have a policy with the aims, objectives and values of your organisation. These will form part of the policies and procedures for your organisation and lay out the way that your organisation will carry out its duties.

Aims are the things you hope to achieve as a result of your work

Objectives are the activities you undertake and the services you offer to make your aims happen

Often a company has a mission statement that emphasises the aim of the organisation. An example might be, *"To be the best"*, or, *"Our aim is to provide care to all our residents to a very high standard by following the principles of good care practices"*.



What is your company's mission statement?

You will find the **aims** in your service's policies and procedures. It must also be shown in the 'Statement of Purpose'. This is a brochure telling individuals who use the service what they can expect to receive in their 'care package'. You must become familiar with the Service User Guide for your service so that you know exactly what the individuals you support expect from you and the organisation.



Where is your Statement of Purpose kept?

Here are some sample objectives:

- ✔ A clean comfortable environment
- ✔ Staff that respond to the individual's needs
- ✔ Care is delivered to a very high standard
- ✔ Independence is encouraged and supported
- ✔ The individual's needs are respected



What are the objectives of your organisation?

The **values** highlighted by these objectives form the foundation of the care that your service provides.

They are sometimes referred to as core values. The ones listed below are those you will often hear when talking about social care.

- ✔ Privacy
- ✔ Dignity
- ✔ Respect
- ✔ Independence
- ✔ Choice
- ✔ Security
- ✔ Rights
- ✔ Equality



Do you have any values listed in your statement of purpose that are not listed above?

In every role there are usually agreed ways of working. They are normally common to a particular role, so that all people who join the organisation, in a particular role, will have the same agreed ways of working. Agreed ways of working will be found in your service's policies and procedures. They can also be based on best practice and recommendation.

1.2c | Explain why it is important to work in ways that agreed with their employer

Policies and procedures are a set of documents that describe an organisation's policies or decisions on how they want to operate and the procedures or ways of working necessary to fulfil those policies. They are often put in place because of external requirements such as laws and regulations. Many of the policies and procedures will have been written to ensure that your workplace works in ways that comply with the CQC Fundamental Standards. You need to know what these policies and procedures are and which ones govern the work you do. It is also very important that you know where these policies and procedures are kept in the workplace so they can be located at any time and discussed with your manager, other colleagues, etc. Sometimes, you may need to explain these policies and procedures to other people, the individuals you support, their families, your colleagues or other workers.

Policies and procedures should be clear so they can be easily understood but they deal with complicated matters. If you don't understand something always ask your manager or a colleague what it means.



Where are your organisation's policies and procedures kept?

One of the many policies and procedures that you must become familiar with is called the 'Code of Conduct'. This will tell you what behaviour your employer expects of you whilst at work and also sometimes when outside of work. Your employer will have this code of conduct to ensure that all of its employees are presenting the positive image of the organisation that it requires of them. Presenting a positive image of yourself includes not only how you look but also how you talk and write things down.

How we present ourselves, and how we communicate forms a very important part of how we are

perceived. We communicate in many ways; written communications including email, telephone or person to person. It is important, when talking, that we listen carefully to what is being communicated, speak clearly, avoid jargon and slang and speak at an appropriate pace and in an appropriate tone of voice. We must make sure we talk appropriately with individuals, colleagues and visitors using non-judgemental language to ensure we are not being discriminatory or offensive, avoiding over-familiarity and respecting personal space.

As written records are legal documents and often form the basis for the management of an individual's care, it is essential that they provide a clear and accurate account. Records must be understandable:

- ✔ Accurate
- ✔ Up to date
- ✔ Written as soon after the event as possible (timely)
- ✔ Legible
- ✔ Respectful to the individual
- ✔ Signed
- ✔ Dated
- ✔ Maintained in accordance with data protection requirements and organisational policy and procedure

It is important that we never bring our workplace into disrepute by displaying unacceptable behaviours or presenting a negative image. Bringing the organisation into disrepute can damage their reputation and possibly damage their ability to attract new customers. Your code of conduct will explain the uniform or dress code it expects you to wear, whether you can wear jewellery, what kind of language is acceptable to use in the workplace and with the individuals you support and how you must adhere to all other policies and procedures in the workplace. Think about how other people may see you and that certain ways of dressing may make individuals and their families feel uncomfortable in your presence. Read your code of conduct and note down the items that you think will present a positive image of yourself, and those that present a positive image of the organisation.

1.2d | Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to their role

Each organisation will have its own personal development plan template or continuing professional development system. You will need to talk to the person who is responsible for supporting you in the preparation of the plan and ask them to let you look at yours. You should have a copy of this information.

You will be required to demonstrate an activity for this learning outcome

It is important that you know how and when to access the policies and procedures for your workplace,

and any other documentation, such as care/support plans, so that you and your colleagues work in a safe and consistent way.

It is also important that you keep your knowledge up to date and that you are aware of any changes in legislation that govern the work you do. You must keep yourself up to date with the latest legislation and best practice, as well as any updated policies and procedures within your workplace, to ensure you give the best care possible, do not break the law and work in agreed ways of working relevant to your role. You can keep your knowledge updated by reading magazines dedicated to the care industry, newspapers and notice boards as well as by attending staff meetings. Your employer has a duty to make sure you have all the up to date training you need in order for you to do your job competently.

1.2e | Explain how and when to escalate any concerns they might have (whistleblowing)

If you see a colleague working in a way that you believe puts individuals at risk, you have a duty to report it to your manager. It is important that there are no repercussions for you after having made a report about your fellow worker. Your organisation will have a 'whistleblowing policy'. It is especially important to be aware of the whistleblowing policy when you have used the usual channels to report the problem and nothing has been done; or the person you need to report is the person you would usually make the complaint to. Whistleblowing is when you report someone for doing something wrong or illegal, especially within the workplace. The whistleblowing policy explains that you can make this report confidentially, so that it is not known that it was you who reported the event.

People are much less likely to report any complaint, or report that they have witnessed dangerous or abusive behaviour or poor working practice, if they feel that they will come to harm because of the report they have made. It is important that you may make any report of poor practice, confidentially, with no detriment to yourself or your career.

It may be appropriate to report incidents to other authorities. For example, the police will have to be notified if a crime has been committed.

Read the whistleblowing policy carefully and it will guide you as to when it is appropriate to use it and how to use it.



Where is your whistleblowing policy kept?

1.2f | Explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person

We all have a duty of care to the individuals we support, our colleagues and ourselves. If you find you have done something wrong, either by the omission of an action or by carrying out an action it is important to report it to a senior member of staff. By reporting your error at the earliest opportunity it means that it may be possible to correct the error, e.g. give an individual their medication or make an addition to a report that you had forgotten to write. If you have made a mistake such as giving the wrong medication the individual may need medical attention urgently. Some errors can have more drastic consequences than others.

By being honest and reporting any errors as well as being able to correct the situation if possible, means that those in charge can assess as to whether anything can be done to ensure that that mistake is not made again. Remember that the code of conduct requires you to be accountable.

1.3 | Understand working relationships in health and social care

1.3a | Describe their responsibilities to the individuals they support

The main responsibilities to the individual you support will vary from one organisation to another and from setting to setting. The responsibilities will also vary with the amount of support that the individual requires. The list below shows the main responsibilities. You will be able to add to it once you have settled in at your new place of work and have undertaken further training.

Speak to as many of your colleagues as you can and ask them what their main responsibilities are. Responsibilities you will have include:

- ✔ Knowing by what name the individual would like you to call them and for them to know what to call you
- ✔ Being aware of verbal and non-verbal communication e.g. body language, mood and behaviour
- ✔ Ensuring the care of the individual in your care is your first concern
- ✔ Helping the individual to promote their independence
- ✔ Respecting their dignity and privacy at all times
- ✔ Respecting and protecting confidential information
- ✔ Assisting them with their 'Activities of Daily Living' and encouraging them to do as much as they are able, even seemingly small tasks
- ✔ Treating every individual and their family politely and considerately
- ✔ Making sure that your personal beliefs do not prejudice your care of the individuals you support
- ✔ Keeping your professional knowledge and skills up to date
- ✔ Recognising the limits of your professional competence
- ✔ Working with colleagues in the ways that best serve an individual's interests
- ✔ Acting quickly to protect individuals from risk

1.3b | Explain how a working relationship is different from a personal relationship

The ability to provide the highest quality care is partly based on the relationship between the staff and the individual receiving that care and on the trust gained from delivering care according to the guidelines above. Care given in this way helps to give a better quality of life to the individuals you support. It also improves your job satisfaction and contributes to a better working environment.

The relationship between a support worker and an individual is built on:

- ✔ Care
- ✔ Trust
- ✔ Support
- ✔ Respect
- ✔ Honesty
- ✔ Assistance
- ✔ The ability to listen

It is very important that you understand that the relationship between a carer and the individuals they support must be very different to the relationship that you may have with a partner or family.

Your relationship with the individuals you support must always remain on a professional level. Crossing the boundaries of your professional relationships could lead to risk of complaint or allegation. For example, should you enter into a personal romantic or physical relationship with an individual you support it would be seen as professional misconduct and could lead to disciplinary action which may mean you lose your job. Should an individual you support make suggestions to you that they would like to have a personal relationship, you must report this to your manager at once.

1.3c | Describe different working relationships in health and social care settings

There are different working relationships in health and social care settings. There will be a working relationship with your colleagues who you work alongside each shift. There may be one person in charge of the setting that you are working in or there may be a management team or team of seniors. It is important that you know how to communicate effectively with them especially during supervision or 1-2-1 sessions.

There may be other members of staff who you do not see on a regular basis but they contribute to smooth running of the organisation and may need information from you from time to time i.e. the finance department. There may also be workers such as domestic staff, maintenance staff and gardeners; they may from time to time need your assistance and support to ensure that they are able to carry out their tasks efficiently and return you may need their co-operation.

Many health and social care settings have visiting professionals such GPs, physiotherapists and occupational therapists; it may be part of your role to support them during their visit and provide any information that they require.

1.4 | Work in partnership with others

1.4a | Explain why it is important to work in teams and in partnership with others

Working in partnership means working with others to achieve a common goal or aim for the benefit of the individuals you support. It is important that you never try to undertake another professional's role and responsibilities. For example, if a worker finds that an individual is suffering with incontinence then a referral to the incontinence advisor may be beneficial, they may be able to recommend treatments or aids for the individual. It is important that you keep within the boundaries of your own role. Everyone receiving care is entitled to a high standard of support and working in partnership is essential to achieve this.



What other health professionals will you be working with in your workplace? Do you understand what their role is in an individual's care?

The people you will work with most often are:

- Your colleagues
- The individual's carers
- The individual's family
- Advocates – an advocate is someone an individual has chosen to speak on their behalf
- Other healthcare professionals
- Social workers

A **multi-agency** or **multi-disciplinary team** can allow information to be shared across the different skill mix to allow everyone to contribute to the individual's total care package. Everyone has to learn to work together, respect one another, communicate information effectively, and treat each other as equals.

Teamwork has many advantages:

- ✔ All aspects of an individual's care can be addressed because of the sharing of expertise and resources
- ✔ Problems are more easily and quickly recognised because of the greater skill mix and combined experience within the team
- ✔ Staff morale is boosted because of the team's joint decision making
- ✔ Recommendations are more likely to be carried out

1.4b | Explain why it is important to work in partnership with key people, advocates and others who are significant to an individual

An individual must feel confident that you are working with their best interests in mind and that you understand their wishes as well as their needs. By working in partnership with those who are significant to the individual you will find out much more about that individual and how you can contribute to their well-being. Family members, carers, friends, advocates and others will have a lot of information about the individual which will not necessarily be recorded anywhere, and you should feel that working in partnership with those significant to the individual is an opportunity to increase your knowledge of how you can provide excellent support and care to the individual.

It can lead to anxiety, frustration and, longer term, depression if the individual feels or experiences discord, arguments or disrespect amongst those that are caring and supporting them. It can also lead to anxiety for those who may be leaving their loved one in your care if they feel you are not acknowledging or consulting them about the care and support of the individual.

1.4c | Demonstrate behaviours, attitudes and ways of working that can help improve partnership working

Greater interaction with carers, families and advocates means that information is shared which results in better care for the individual. When we work in partnership with others, we must remember to:

- ✔ Be supportive of each other
- ✔ Respect each other's skills and do not try to do each other's jobs
- ✔ Be flexible
- ✔ Listen to ideas
- ✔ Challenge but not argue
- ✔ Treat all the partners with respect
- ✔ Remember that we are working together, to be able to deliver the best support to the individual

1.4d | Demonstrate how and when to access support and advice about:





- Partnership working
- Resolving conflicts

It is important to recognise when you might need advice and support about partnership working and when there are conflicts that need to be resolved. Discussing these topics during staff meetings and 1-2-1 sessions can help you to improve your skills in these areas where there is often more than one way to have a positive outcome.

You will be assessed demonstrating how and when to access support and advice about partnership working and resolving conflicts

Standard 1: Understand Your Role

The learner is able to:

-  1.1 Understand their own role
-  1.2 Work in ways that have been agreed with their employer
-  1.3 Understand working relationships in health and social care
-  1.4 Work in partnership with others

Employee name:		Employer name and workplace:
Start Date:		
Care Certificate Outcome		Assessor Signature
1.1	Understand their own role	
1.1a	Describe their main duties and responsibilities	
1.1b	List the standards and codes of conduct and practice that relate to their role	
1.1c	Demonstrate that they are working in accordance with the agreed ways of working with their employer	
1.1d	Explain how their previous experiences, attitudes and beliefs may affect the way they work	
1.2	Work in ways that have been agreed with their employer	
1.2a	Describe their employment rights and responsibilities	
1.2b	List the aims, objectives and values of the service in which they work	
1.2c	Explain why it is important to work in ways that are agreed with their employer	
1.2d	Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to their role	
1.2e	Explain how and when to escalate any concerns they might have (whistle-blowing)	
1.2f	Explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person	
1.3	Understand working relationships in health and social care	
1.3a	Describe their responsibilities to the individuals they support	
1.3b	Explain how a working relationship is different from a personal relationship	
1.3c	Describe different working relationships in health and social care settings	
1.4	Work in partnership with others	
1.4a	Explain why it is important to work in teams and in partnership with others.	
1.4b	Explain why it is important to work in partnership with key people, advocates and others who are significant to an individual	
1.4c	Demonstrate behaviours, attitudes and ways of working that can help improve partnership working	
1.4d	1.4d Demonstrate how and when to access support and advice about: <ul style="list-style-type: none"> • partnership working • resolving conflicts 	

I am satisfied that the evidence of learning meets the required standard:

Assessor signature:

Date:

Print name:

Employee signature:

1.1 Understand their own role

1.1a | Describe their main duties and responsibilities

1.1b | List the standards and codes of conduct and practice that relate to their role

1.1c | Demonstrate that they are working in accordance with the agreed ways of working
with their employe

Date of observation:

Assessor signature:

Employee signature:

1.1d | Explain how their previous experiences, attitudes and beliefs may affect the way they work

A large, empty rectangular box with a thin black border, intended for the student to write their explanation.

1.2 Work in ways that have been agreed with their employer

1.2a | Describe their employment rights and responsibilities

What are your employment rights?

What are your employment responsibilities?

1.2b | List the aims, objectives and values of the service in which they work

Aims:
Objectives:
Values:

1.2c | Explain why it is important to work in ways that agreed with their employer

--

1.2d | Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to their role

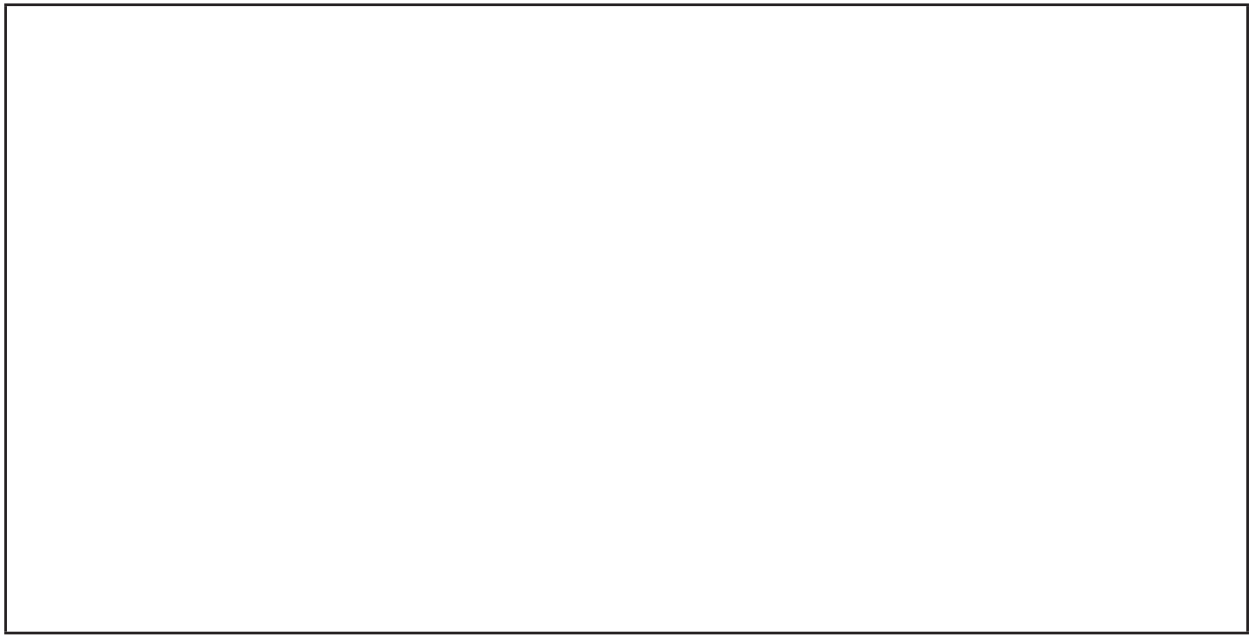
Date of observation:

Assessor signature:

Employee signature:

1.2e | Explain how and when to escalate any concerns they might have (whistleblowing)

1.2f | Explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person

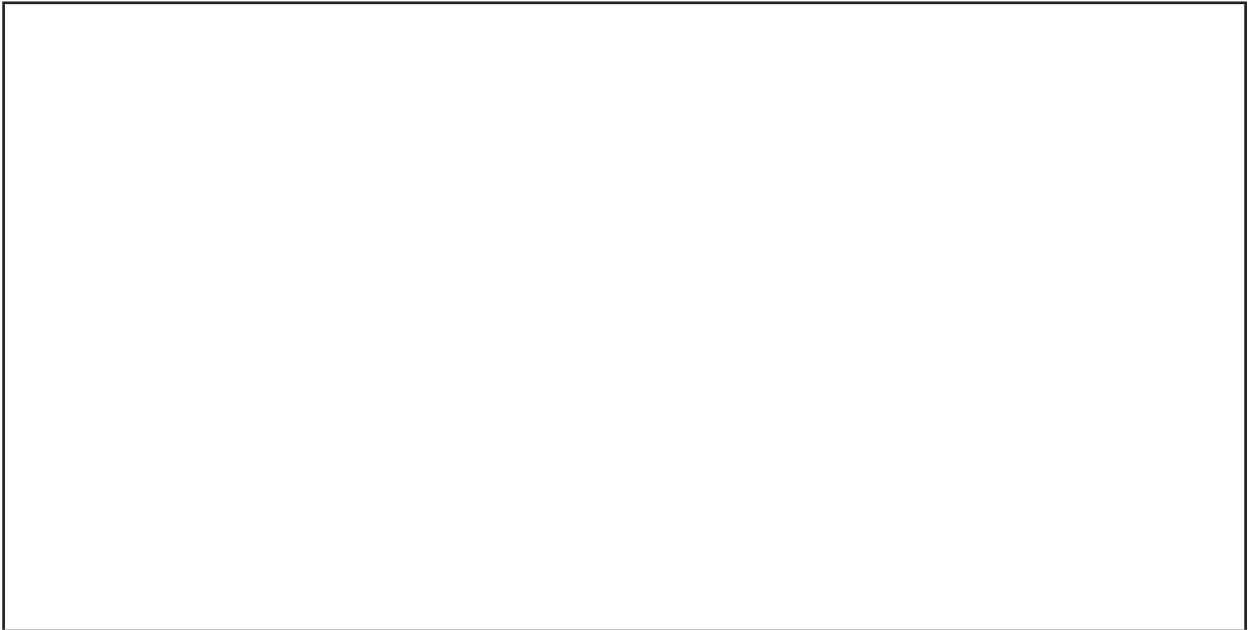


1.3 Understand working relationships in health and social care

1.3a | Describe their responsibilities to the individuals they support



1.3b | Explain how a working relationship is different from a personal relationship

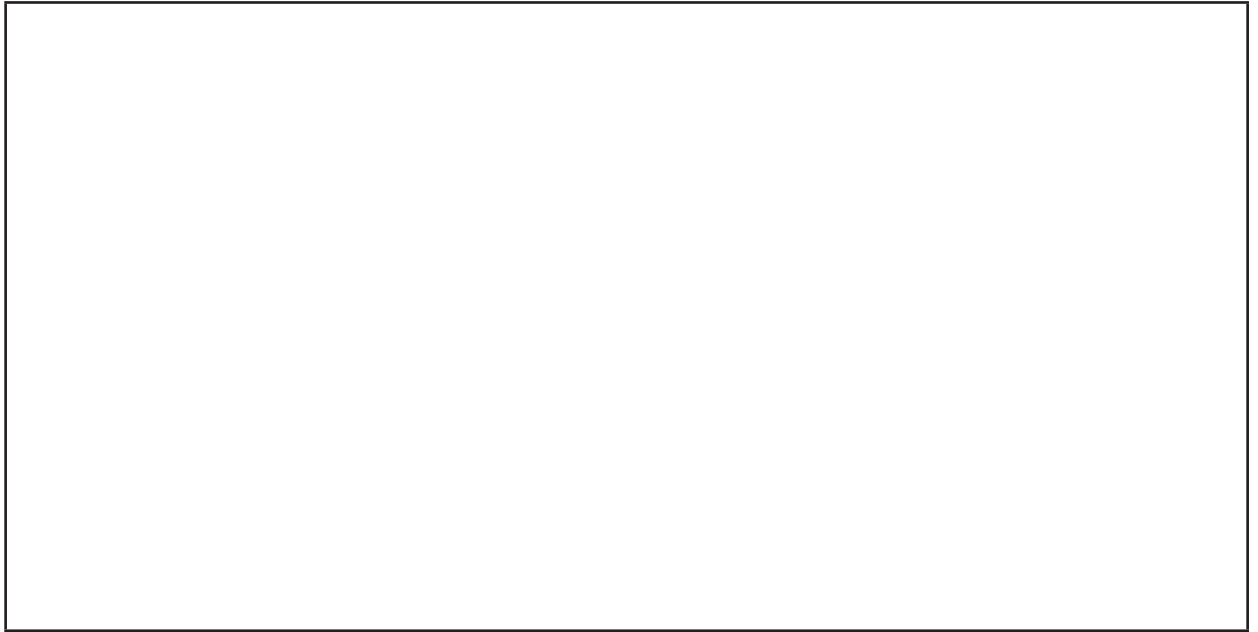


1.3c | Describe different working relationships in health and social care settings




1.4 Work in partnership with others

1.4a | Explain why it is important to work in teams and in partnership with others



1.4b | Explain why it is important to work in partnership with key people, advocates and others who are significant to an individual



1.4c | Demonstrate behaviours, attitudes and ways of working that can help improve partnership working

Date of observation:
Assessor signature:
Employee signature:

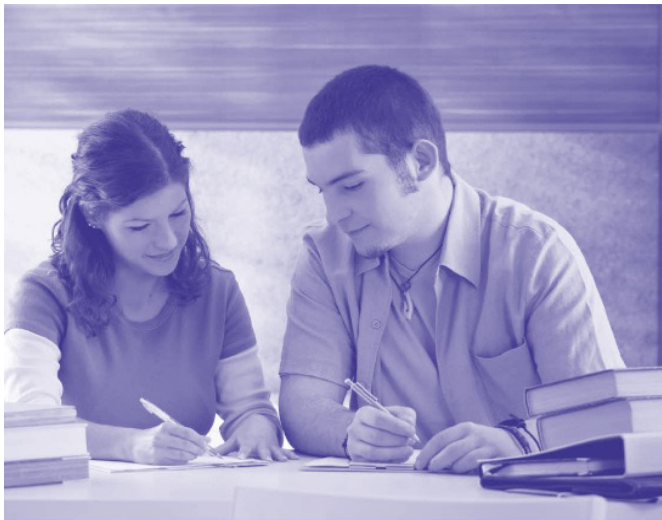
1.4d | Demonstrate how and when to access support and advice about:

- Partnership working
- Resolving conflicts

Date of observation:
Assessor signature:
Employee signature:

We hope you enjoyed this sample of our
Simple Solution to the Care Certificate

Get all 15 standards, including a knowledge book, workbook, holistic
assessment sheets and a free certificate, for just £18.95



Care Certificate



advantage
Independent Accreditation in Learning

A Simple Solution
to the Care Certificate

Advantage Accreditation Ltd, 2nd Floor,
Berkeley Square House, Berkeley Square, London, W1J 6BD
Telephone: 020 7405 9999 Fax: 020 3174 0583
E-mail: info@advantageaccreditation.com
www.advantageaccreditation.com

www.advantageaccreditation.com

Call 020 7405 9999 now to order