**A picture containing food, drawing

Description automatically generated**

**Care certificate competence record**

Name:

Manager:

Service:

Start of employment date:

Completion date:

****

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**Care Certificate Competence Record**

The Care Certificate is the national minimum level of knowledge and practice for all health and social care staff. Skills for Care define the Care Certificate as ”an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors”.

There are 15 minimum standards that should be covered if the staff member is new to care or does not have a level 2 Health and Social Care Qualification in Health and Social Care, and these should form part of a robust induction programme.

**The standards:**

1. Understand your role
2. Your personal development
3. Duty of care
4. Equality and diversity
5. Work in a person centred way
6. Communication
7. Privacy and dignity
8. Fluids and nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding adults
11. Safeguarding children
12. Basic life support
13. Health and safety
14. Handling information
15. Infection prevention and control

The Care Certificate should be completed within 12 weeks/3 months from the staff member’s start date.  
**There are two parts to the Care Certificate:   
1. Knowledge** - completed through mandatory training and Highfield Qualifications E-Learning modules or paper workbooks.  
**2. Practice** – the manager of the staff member confirms that they feel the staff member has met minimum mandatory requirements and completed all necessary induction training. They record this by putting their signature/initials on the ‘Competency assessment record’ (see pages 4 -10)

**How to complete the Care Certificate competence record**

1. All new care staff will be booked on to the Care Certificate by default.
2. Ensure the staff member has completed the Creative Support ‘**Induction Training’ for Care Staff and all other mandatory Training** (See **Checklist of training** below to be completed by the line manager)
3. When the staff member has successfully completed the Care Certificate E-Learning they can download their knowledge certificate and the manager should be assessing the staff member to ensure they are developing skills and competency in their role. They should also be carrying out regular workplace **supervisions.**
4. The Manager should assess the staff member’s competence over time during their probationary period. The Manager should use the **‘Care Certificate – Competence assessment record’** (Pages 4-10) and initial when they are satisfied the staff member is applying each of the standards in their daily work. The Competency assessment Record should be signed and completed within 3 months of the staff member’s start date. This document should be held in the individual’s **Supervision file** in readiness for the CQC/Local Authority inspection.
5. Once this Competency Assessment record (pages 4-10) is complete, please complete pages 11 and 12 and send/email/scan only of this document to the Training Department at [training@creativesupport.co.uk](mailto:training@creativesupport.co.uk) so we can produce the **Certificate of Competence** for the staff member.

**Checklist - Induction and mandatory Training/Development for Care Certificate**

|  |  |
| --- | --- |
| **Course Title (E-Learning or classroom)** | **Date(s) completed** |
| Induction for Care Staff |  |
| Safeguarding People at Risk |  |
| Mental Capacity Act & Liberty Protection Safeguards |  |
| First Aid and Basic Life Support |  |
| Moving & Handling |  |
| Administration of Medication |  |
| Food Safety and Infection Control |  |
| Data Protection & Information Governance |  |
| Fire Safety Awareness |  |
| Health & Safety Awareness |  |
| Autism Awareness |  |
| Understanding Learning Disability |  |
| Understanding Mental Health |  |
| COVID-19 Awareness |  |
| Positive Behaviour Support Awareness |  |

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| --- | --- |
| **Course Title (E-Learning or classroom or work based)** | **Date(s) completed** |
| Care Certificate knowledge e-learning (or paper workbooks) |  |
| 3 Medication workplace observations and paperwork completed |  |
| Workplace performance observation (at mid probationary review) |  |
| Workplace supervision |  |

**Care Certificate - Competency assessment record**

|  |  |  |
| --- | --- | --- |
| **Standard 1**  **Understand Your Role** | **Standard 1 Outcomes**  **The staff member is able to:** | **Competency observed.**  **Please initial when complete** |
|
| **1.1 Understand their**  **own role** | **1.1c** They are working in line with their job description |  |
| **1.2 Work in ways that**  **have been agreed** | **1.2d** They know where to find the workplace policies and procedures |  |
| **1.4 Work in**  **partnership with others** | **1.4c** They work effectively with others  (staff team, management, other professionals -GP, District nurses, pharmacy etc…) |  |
| **1.4d and 3.5d**  They access support and advice (when needed) about   * Partnership working – (any issues working with others) * Resolving conflicts – (any conflicts they encounter eg with other staff or between service users) |  |
| **Standard 2**  **Your Personal Development** | **Standard 2 Outcomes**  **The staff member is able to:** |  |
| **2.1 Agree a personal**  **development plan** | **2.1d** They are involved in creating their personal development plan  (PDP) |  |
| **2.1e** Theyagree with their personal development plan |  |
| **2.2 Develop their**  **knowledge, skills and understanding** | **2.2f** They measure their own knowledge, performance and  understanding in relation to their plan (they can discuss how they have developed in their job role) |  |
| **2.2h** They record progress in relation to their personal development  (update their PDP) |  |
| **Standard 3**  **Duty of Care** | **Standard 3 Outcomes**  **The staff member is able to:** |  |
| **3.3 Deal with**  **comments and complaints** | **3.3a** They respond to comments and complaints in line with  procedures (inform senior staff) |  |
| **3.5 Deal with**  **confrontation and difficult situations** | **3.5d** They access support and advice about resolving conflicts |  |
| **Standard 4**  **Equality & Diversity** | **Standard 4 Outcomes**  **The staff member is able to:** |  |
| **4.2 Work in an**  **inclusive way** | **4.2b** They work in a way that respects their clients beliefs, cultures,  values and preferences |  |
| **Standard 5**  **Work in a Person Centred Way** | **Standard 5 Outcomes**  **The staff member is able to:** |  |
| **5.3 Demonstrate**  **awareness of the individuals’ immediate environment and make changes to address factors that may be causing discomfort or distress** | **5.3a** They remove or minimise any environmental factors causing  discomfort or distress. This could include lighting, noise, temperature and odours |  |
| **5.3b** They report any concerns they have about the environment to  the relevant person |  |
| **5.4 Make others aware**  **of any actions they may be undertaking that are causing discomfort or distress to individuals** | **5.4a** They speak (or communicate) with the person about anything  causing them discomfort |  |
| **5.4b** They pass their concerns on to their supervisor/manager |  |
| **5.4c** They communicate their concerns, where appropriate in team  meetings, handovers and/or supervisions |  |
| **5.5 Support**  **individuals to minimise pain or discomfort** | **5.5a** They ensure that individuals they support are comfortable |  |
| **5.5a** They are able to recognise the signs that an individual may be in  pain or discomfort this could include:   * verbally reporting from the individual * non-verbal communication * changes in behaviour |  |
| **5.5c** They take action where an individual they support may be in  pain or discomfort, this could include:   * re-positioning * reporting to a more senior member of staff * giving prescription pain relief medication * They make sure that equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes etc… |  |
| **5.5d** They remove or minimise any environmental factors causing  pain or discomfort, these could include:   * wet or soiled clothing or bed linen * poorly positioned lighting * noise |  |
| **5.6 Support the**  **individual to maintain their identity and self-esteem** | **5.6b** They promote the emotional and spiritual well-being of the  people they support |  |
| **5.6c** They encourage a sense of identity and self-esteem for the  people that they support |  |
| **5.6d** They report any concerns about the individuals emotional or  spiritual well-being to the appropriate person |  |
| **5.7 Support the**  **individual using person centred values** | **5.7a** They promote person centred values for the people they support  including their:   * individuality * independence * privacy * partnership * choice * dignity * respect * rights |  |
| **Standard 6**  **Communication** | **Standard 6 Outcomes**  **The learner is able to:** |  |
| **6.5 Use appropriate**  **verbal and non-verbal communication** | **6.5a** They use appropriate verbal and non-verbal communication  including:  **Verbal:**   * tone * volume   **Non-verbal:**   * position/proximity * eye contact * body language * touch * signs * symbols and pictures * writing * objective reference * human and technical aids |  |
| **6.6 Support the use of**  **appropriate communication aids/technologies** | **6.6a** They ensure that any communication aids/technologies are:   * Clean * Work properly * In good repair |  |
| **6.6b** They report any concerns about the communication  aid/technology to the appropriate person. This could include senior members of staff, carer, family |  |
| **Standard 7 Privacy and Dignity** | **Standard 7 Outcomes**  **The learner is able to:** |  |
| **7.2 Maintain the**  **privacy and dignity of the individual (S) in their care** | **7.2a** They maintain the privacy of individuals they support where  appropriate including:   * using appropriate volume to discuss their care and support of an individual * discussing the individuals care and support in a place where others cannot overhear |  |
| **7.2b** They do their best to make sure that the privacy and dignity of  the individual is maintained at all times and in line with their support plan |  |
| **7.2d** They report any concerns they have regarding the privacy of the  people they are supporting to a senior member of staff |  |
| **7.4 Support**  **individuals in making choices about their care** | **7.4a** They support individuals to make informed choices |  |
| **7.4b** They support the rights of the individuals to make their own  decisions by making sure any risks are removed (in line with their support plan) |  |
| **7.4c** They make sure that their own personal views do not influence  an individual’s own choices or decisions |  |
| **7.6 Support the**  **individual in active participation in their own care** | **7.6a** They make sure that the people they support are involved in  planning their own care wherever possible |  |
| **7.6c** Where they have concerns that a person can’t be involved in  their own care planning, they will report this to a senior member of staff |  |
| **Standard 8 Fluids & Nutrition** | **Standard 8 Outcomes**  **The learner is able to:** |  |
| **8.2 Support**  **individuals to have access to fluids in accordance with their plan of care** | **8.2a** They make sure that drinks are within reach of those that have  restrictions on their movement/mobility |  |
| **8.2b** They make sure that drinks are refreshed on a regular basis and  available for everyone |  |
| **8.2c** They make sure that individuals are offered drinks in  accordance with their plan of care |  |
| **8.2d** They support and encourage individuals to drink in accordance  with their plan of care |  |
| **8.2e** They report any concerns to the relevant person this could  include:   * senior member of staff * carer * family member |  |
| **8.3 Support**  **individuals to have access to food and nutrition in accordance with their plan of care** | **8.3a** They make sure that any nutrition products are within reach of  those that have restrictions on their movement/mobility |  |
| **8.3b** They make sure that food is at the appropriate temperature |  |
| **8.3c** They make sure that food is presented in accordance with the  plan of care i.e. the individual is able to eat |  |
| **8.3d** They make sure that appropriate utensils are available so that  the individual can eat as independently as possible |  |
| **8.3e** They support and encourage individuals to eat in accordance  with their plan of care |  |
| **8.3f** They will report any concerns regarding food and nutrition to the  relevant person. This could include:   * senior member of staff * carer * family member |  |
| **Standard 10 Safeguarding Adults** | **Standard 10 Outcomes**  **The learner is able to:** |  |
| **10.1 Understand the**  **principles of safeguarding adults** | **10.1a** They treat individuals with dignity and respect when providing  health and care services |  |
| **Standard 13 Health & Safety** | **Standard 13**  **The learner is able to:** |  |
| **13.3 Move and assist**  **safely** | **13.3c** They move and assist people and objects safely, maintaining  the individual’s dignity, and in line with legislation and agreed ways of working |  |
| **13.6 Handle hazardous**  **substances** | **13.6b** They follow safe practices for storing, using and disposing of  hazardous substances |  |
| **Standard 14 Handling Information** | **Standard 14 Outcomes**  **The learner is able to:** |  |
| **14.1 Handle**  **Information** | **14.c** They keep records that are up-to-date, complete, accurate and  legible |  |
| **Standard 15 Infection Control & Prevention** | **Standard 15 Outcomes**  **The learner is able to:** |  |
| **15.1 Prevent the**  **spread of infection** | **15.1b** They regularly wash their hands effectively and make sure that  the environment and their practice promotes good levels of hygiene |  |

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| **Any comments on the Staff member’s observed practice:** |

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| --- | --- | --- |
| **Name of Manager confirming the staff member is applying all of these requirements in their role** | **Signature** | **Date** |
|  |  |  |

**Care Certificate completion confirmation details (Send to Training Department when complete)**

Once this assessment is complete, please send/email/scan employee details and completion checklist (below) to the Training Department at [training@creativesupport.co.uk](mailto:training@creativesupport.co.uk) so we can produce the **Certificate of Competence** for the staff member.

|  |  |
| --- | --- |
| Employee’s Full Name |  |
| Employee’s Job Title |  |
| Workplace |  |
| Name of Manager Completing the Assessment Record |  |
| Job Title of Manager Completing the Assessment Record |  |
| Staff member employment start date |  |
| Date Assessment Record Completed |  |
| Date Record of Completion (this page) sent to Head Office (Training@creativesupport.co.uk) |  |
|  |  |
| Signature of staff member |  |
| Signature of Assessing Supervisor/Manager Confirming Satisfactory Completion |  |

# **CHECKLIST FOR CARE CERTIFICATE FULL COMPLETION**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Date completed | Manager Signature | Any comments |
| 1. Highfield E-learning (or paper workbooks) Care Certificate knowledge completed | (date from page 2) |  |  |
| 2. Manager’s completion of the Care Certificate Competence Record and filed in Individual’s Supervision file. | (date from the bottom of page 7) |  |  |
| 3. Creative support Induction and all mandatory Training completion | (date from page 2) |  |  |