

COURSE CONTENT OVERVIEW

# Care Certificate



Everyone who works in health or social care must know how to keep service users safe and ensure their needs are met. This means working in a person-centred way, treating everyone with compassion, dignity and respect, and being able to offer high-quality care that caters to individual needs.

The Care Certificate is a recognised form of training that provides health and social care workers with a standard from which their level of care must never fall below. It comprises 15 standards that must be adhered to at all times when providing care and support.

This online Care Certificate course will provide you with the theory and knowledge you need to carry out your role to a high standard and complete the practical component of the Care Certificate. You will learn what you will be assessed on, how to demonstrate that you are meeting the standards and, most importantly, how to deliver the highest level of care.

#### **Module One - Introduction to the Care Certificate and Your Learner Portfolio**

This module introduces you to the Care Certificate, explaining how it was founded, how it is assessed and how the health and social care sector is regulated. You will also be introduced to your learning portfolio which you can download and complete throughout the course of your training.

- The Care Certificate
- The importance of the Care Certificate
- Background to the Care Certificate
- Achieving the Care Certificate
- The Care Quality Commission (CQC)
- Key Lines of Enquiry (KLOEs)
- Your learning portfolio

#### **Module Two - Standard 1: Understand Your Role**

This module covers the first standard of the Care Certificate, which is to understand your role. It explains the attitudes you need, which duties you have and how to work in accordance with agreed ways of working.

- Understanding your duties and responsibilities
- Knowing the relevant codes of conduct or practice
- How your experiences, attitudes or beliefs may affect the way you work
- Understanding your rights and responsibilities
- Accessing information about agreed ways of working
- The importance of working in agreed ways
- How and when to report concerns (whistleblowing)
- Being honest about errors you make
- How working relationships are different to personal relationships
- Types of working relationships in health and social care
- The importance of partnership working
- How to increase the success of partnerships
- How to access support

#### **Module Three - Standard 2: Your Personal Development**

This module teaches you about the importance of personal development in health and social care, how to make a Personal Development Plan, where to go for support with your learning, and how to measure your skills against relevant standards. You will learn to understand your strengths, weaknesses and when to ask for feedback.

- The importance of continuous professional development
- Sources of support and the importance of feedback
- How to make a personal development plan
- Required functional skills
- Ways to develop your skills, knowledge, and understanding
- Measuring your skills, knowledge, and understanding
- Recording personal development progress

#### **Module Four - Standard 3: Duty of Care**

This module details what is meant by your 'duty of care', how dilemmas may occur and how you should respond if there is a mistake, conflict or complaint. It also teaches you how to support independence and decision making for your service users.

- Duty of care
- Supporting independence and decision making
- Dilemmas
- Adverse events, errors, incidents, and near misses
- Legislation
- Conflicts and difficult situations
- Complaints and comments

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## Module Five - Standard 4: Equality and Diversity

This module explains your responsibilities surrounding equality and diversity. You will learn about the protected characteristics, the different types of discrimination and what you should do if you discover discrimination in your organisation.

- What is equality?
- What is diversity?
- The importance of inclusion
- Discrimination
- Reducing the likelihood of discrimination
- Equality Act 2010
- Harassment
- Working in an inclusive way
- Challenging discrimination
- Finding further information, advice, and support

## Module Six - Standard 5: Work in a Person-Centered Way

This module will teach you how to deliver person-centred care and how to ensure you are delivering it at all times. You will learn how to discover individual needs, react to them and understand how these needs are central to a person's sense of self-worth.

- The Six Cs
- Person-centred values
- Person-centred working
- Individual needs
- Supporting individuals for future wellbeing
- Minimising discomfort and distress
- Maintaining identity and self-esteem

## Module Seven - Standard 6: Communication

This module addresses the importance of communication in health and social care. You will learn about the ways individuals might communicate, how to discover and establish their communication needs and how to reduce any barriers to communication.

- The different ways people communicate
- How communication affects relationships at work
- The importance of observing an individual's reactions
- Establishing communication needs, wishes, and preferences
- Potential barriers to communication
- Active listening
- The principles and practices of confidentiality
- Circumstances where confidentiality is overridden
- Where to go for further information, advice, and support

## Module Eight - Standard 7: Privacy and Dignity

This module will teach you about the importance of privacy and dignity and how to uphold these person-centred values at all times. You will learn how to support an individual's right to make choices and actively participate in their care.

- Understanding the principles that underpin privacy and dignity in care
- Maintaining the privacy and dignity of the individuals in your care
- Supporting an individual's right to make choices
- Supporting individuals in making choices about their care
- Understanding how to support active participation
- Supporting the individual in active participation in their own care

## Module Nine - Standard 8: Fluids and Nutrition

This module explains the importance of ensuring those in your care receive adequate nourishment and fluids. You will learn how to handle and prepare food safely, how to prevent contamination and illness and the principles of eating well. This module also includes oral health considerations which are important for you to understand.

- The importance of nutrition and hydration
- Eating well
- Effects of malnutrition and dehydration
- Promoting good nutrition and hydration
- Oral health considerations
- Food safety
- Contamination
- Vulnerability
- Safe food practices

## Module Ten - Standard 9: Awareness of Mental Health, Dementia, and Learning Disability

This module will give you an awareness of mental health conditions, dementia and learning disabilities, the needs of people who have them and how to ensure your care and support are adapted for individuals with these conditions.

- What is mental health?
- Mental health conditions
- Dementia
- Learning disabilities
- The needs of people with mental health conditions, dementia, or learning disabilities
- Promoting positive health and wellbeing
- Care delivery adjustments
- The importance of early detection
- Legislation and policies
- Mental capacity

## Module Eleven - Standard 10: Safeguarding Adults

This module explores the duty you have for safeguarding adults. You will learn about the ten types of abuse listed in the Care Act 2014 and how to recognise them, what to do if you suspect or know that abuse is taking place and the role that other agencies play in safeguarding adults.

- Legislation
- Defining safeguarding
- Types of abuse and neglect
- Safeguarding from abuse and neglect
- Preventing abuse
- Complaints or concerns
- Responding to abuse and neglect (including whistleblowing)
- Safeguarding adults reviews
- Information sharing and confidentiality

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## Module Twelve - Standard 11: Safeguarding Children

This module explores the duty you have for safeguarding children. You will learn about the types of abuse children may be exposed to and how to react if you discover, or somebody discloses, abuse.

- Recognising potential abuse
- Neglect and domestic abuse
- Honour-based abuse (including FGM)
- Sexual abuse and exploitation
- Child trafficking and modern slavery
- Psychological and physical abuse
- Online abuse
- Grooming
- Radicalisation and extremism
- Bullying
- Parental ill-health and substance misuse
- Legislation and rights
- Reacting to concerns

## Module Thirteen - Standard 12: Basic Life Support

This module gives you an awareness of basic life support and explains that you must undertake practical, competency-based training that meets the UK Resuscitation Council guidelines before you can administer any life support. You will learn about the primary survey, choking, the recovery position and how CPR is administered.

- What is basic life support?
- The primary survey (DRABC)
- The recovery position for adults and children, and infants
- Administering hand-only CPR to adults
- Administering CPR with rescue breaths to adults
- Administering CPR to children
- Administering CPR to infants
- Using defibrillators
- Choking
- Basic life support during COVID-19
- Confidentiality, recordkeeping, and refresher training

## Module Fourteen - Standard 13: Health and Safety

This module will teach you about the different elements of health and safety that are relevant to your job role. You will learn about fire safety, handling medication and moving objects among others, and how to keep yourself, and others around you, safe.

- Health and safety legislation
- Health and safety responsibilities
- Accidents and illnesses
- Training
- Risk assessment
- Moving and assisting people and objects
- Medication and healthcare tasks
- Hazardous substances
- Fire safety
- Security at work
- Workplace stress

## Module Fifteen - Standard 14: Handling Information

This module explains the importance of safeguarding your service users' and colleagues' personal information. You will learn about maintaining confidentiality, keeping information safe and secure and sharing information when it is necessary in order to safeguard those in your care.

- What is data protection?
- Why is data protection important?
- Types of data
- Handling information
- Key definitions
- Legislation
- Agreed ways of working
- Keeping good records
- Whistleblowing
- Data breaches

## Module Sixteen - Standard 15: Infection Prevention and Control

This module explains the principles of infection prevention and control. You will learn about the chain of infection and its components, breaking the chain, the importance of good hygiene procedures and how to handle and dispose of waste.

- Infection
- Pathogens
- The chain of infection
- Your responsibilities
- Hand hygiene
- Personal Protective Equipment
- Safe handling of waste
- Safe handling of soiled linen
- Safe disposal of sharps

## Aims of the training

By the end of this course, you will:

- Understand what the Care Certificate is and how it is assessed.
- Understand your role in your health or social care setting, how to work with others, and how to work in ways agreed with your employer.
- Know how to create and agree on a personal development plan, and the benefits of doing so.
- Understand your duty of care and how to respond to dilemmas, complaints, incidents, errors, near misses, confrontation, and difficult situations that arise.
- Know what is meant by diversity, equality, inclusion, and discrimination, and how to ensure you are working in an inclusive way for everyone.
- Understand the person-centred values and how to work in a person-centred way to support every individual.
- Understand the importance of effective communication and how to meet the specific language and communication needs, wishes, and preferences of every individual.
- Be able to explain the principles of privacy and dignity in care, including how to maintain an individual's dignity and encourage active participation in their care.
- Be aware of the principles of hydration, nutrition, and food safety, and ensure that individuals have access to food and fluids in accordance with their care plan.
- Have an awareness of mental health, dementia, and learning disabilities, what is meant by capacity, and how to make adjustments for individuals with these conditions.
- Know what constitutes abuse and how to safeguard adults, including how to reduce the likelihood of abuse and respond to any concerns or disclosures.
- Know how to safeguard children and how this responsibility relates to health and social care.
- Understand how basic life support is carried out and how it differs for adults, children, and infants.
- Understand responsibilities for health and safety in your workplace, including for moving and assisting service users, medication and healthcare, hazardous substances, fire safety, working securely, managing stress, risk assessments, and how to respond to accidents and ill health.
- Know your responsibilities for recording, storing, and sharing information, how to keep records up to date and accurate, and the requirement for secure handling of information and reporting poor practice.
- Understand your responsibilities for infection prevention and control, including the importance of personal protective equipment and how and when to use it.