

Guide to the completion of the Care certificate

The **Care Certificate** is an identified set of standards that health and social care workers adhere to in their daily working life. Designed with the non-regulated workforce in mind, the Care Certificate gives everyone the confidence that workers have the same introductory skills, knowledge and behaviours to provide compassionate, safe and high quality care and support.

The Care Certificate is based on 15 standards, all of which individuals need to complete in full before they can be awarded their certificate:

- Understand your role
- Your personal development
- Duty of care
- Equality and diversity
- Work in a person-centred way
- Communication
- Privacy and dignity
- Fluids and nutrition
- Awareness of mental health, dementia and learning disability
- Safeguarding adults
- Safeguarding Children
- Basic Life Support
- Health and Safety
- Handling information
- Infection prevention and control

Each standard is underpinned by full learning outcomes and assessment criteria.

All Patient facing non-regulated members of staff in bands 2-4 are to evidence completion of the Care Certificate, this includes but is not limited to occupational therapy assistants, physiotherapy assistants, Health Care Support Workers, Reablement assistants, rehabilitation assistants, dental technicians and extends to those on both substantive and bank contracts.

This can be evidenced in the following ways:

- **Previous completion of the Care Certificate, level2/3 qualification, apprenticeship or foundation degree or degree gained after 2015 -** upload evidence onto LMS and completed declaration on the Care Certificate learning tile.
- **New to Trust or started in the Trust after 2015 without the above qualifications** – Completed e-learning modules, print Practice assessment document (PAD) found on the LMS. Once E-learning and PAD are completed to be submitted to the Care Certificate email – A 12 week period is given to complete these, if further time is needed this can be granted for exceptional circumstances or where a Health Care Support Worker works below full time hours. This would need to be agreed with the line manager and practice educator.
- **Joined Trust before 2015 and does not hold one of the above qualifications** – Complete the Self-assessment document and separate declaration found on the LMS, this will need to be discussed within Supervision, once manager agrees to the assessment both the signed declaration and self-assessment forms to be emailed to the care certificate email address