

# The Care Certificate

## **Why is the Care Certificate being developed?**

In the wake of the Francis Inquiry, and following the identification of serious challenges in some other health and social care settings in 2013, Camilla Cavendish was asked by the Secretary of State to review and make recommendations on: the recruitment, learning and development, management and support of healthcare assistants and social care support workers, ensuring that this workforce provides compassionate care.

The resulting report, The Cavendish Review: An Independent Review into Healthcare Assistants and Support Workers in the NHS and Social Care Settings (July 2013) found that preparation of healthcare assistants and social care support workers for their roles within care settings was inconsistent and she recommended development of a Certificate of Fundamental Care – the ‘Care Certificate’.

## **When is the Care Certificate being introduced?**

It is planned that the Care Certificate will be introduced in March 2015. Initially, draft Care Certificate documents (available from the partner websites) are being piloted with employers between April and September 2014.

## **Who should do the Care Certificate?**

Health Care Assistants, Assistant Practitioners, Care Support Workers and those giving support to clinical roles in the NHS where there is any direct contact with patients. Care Support Workers denotes Adult Social Care workers giving direct care in residential and nursing homes and hospices, home care workers and domiciliary care staff. These staff are referred to collectively as Healthcare Support Workers (HCSW)/ Adult Social Care Workers (ASCW). Other roles in health and social care such as caring volunteers, porters, cooks or drivers that have direct contact with patients and service users could also undertake all or some of the Care Certificate, but in order for the Care Certificate to be awarded the person must achieve success in all of the outcomes and assessment requirements.

## **What does the Care Certificate cover?**

The Care Certificate is the start of the career journey for these staff groups and is only one element of the training and education that will make them ready to practice within their specific sector. The Care Certificate builds on the Common Induction Standards (CIS) and National Minimum Training Standards (NMTS) and sets out explicitly the learning outcomes, competences and standards of behaviour that must be expected of a HCSW/ASCW in both sectors, ensuring that such a

HCSW/ASCW is caring, compassionate and provides quality care. The Certificate also reflects how these behaviours are underpinned by the Chief Nursing Officer's 6Cs (care, compassion, competence, communication, courage and commitment).

### **The Care Certificate 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. Dementia and Cognitive Issues
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

### **Is the Care Certificate knowledge only?**

No, the Care Certificate contains both knowledge and competence outcomes.

Assessment of knowledge and understanding is prefixed with verbs such as 'describe,' 'explain,' 'define,' 'list,' or 'identify' and can be undertaken using written or verbal evidence such as the workbook, written questions, case studies or sound files.

Evidence of performance prefixed with words such as 'demonstrate,' 'take steps to,' 'use' or 'show' must be undertaken in the workplace during the learners real work activity and observed by the assessor unless the use of simulation is expressly allowed. Learners can practice and develop their new skills in a classroom or similar setting but the assessment evidence must be collected during real work activity.

### **Is the Care Certificate a replacement for induction?**

The Care Certificate does not replace employer induction specific to the environment in which practice will take place, nor will it focus on the specific skills and knowledge needed for a specific setting.

### **What happens to the Common Induction Standards and the National Minimum Training Standards?**

The Care Certificate will replace the National Minimum Training Standards (NMTS) and the Common Induction Standards (CIS) and provides the framework for these within Health and Social Care. Each

HCSW/ASCW starting within a new role within the scope of this certificate is expected to have training, education and assessment as part of this certificate, within the first 12 weeks of employment.

### **What training sessions must be delivered to meet these needs?**

Training sessions which are delivered for the Care Certificate can include using a number of methods to impart knowledge and skills but they must meet the standards of the learning outcomes.

### **What is the assessment process?**

Assessment will differ dependent upon the element of the Care Certificate. Most assessment should be within a care setting, in practice, with people who use services/patients, and should be completed face to face by an occupationally competent assessor. Simulated (simulation is where the achievement of valid and reliable assessment calls for evidence of performance under workplace conditions, but where it will be difficult to assess through normal working practice) evidence can only be used where the evidence could not reasonably be assessed in a real work situation or is unlikely to occur during the induction period for example basic life support. It is not permissible to use Skype or other forms of video evidence when assessing performance.

### **What is the minimum time permitted for providing the training requirements of the Care Certificate?**

Each HCSW/ASCW starting within a new role within the scope of this certificate is expected to have training, education and assessment as part of this certificate, within the first 12 weeks of employment.

### **Will there be a certification process for the Care Certificate?**

This should be recorded by the employer and where possible made accessible via a national system. For example NHS Trusts that use it can do this via the Electronic Staff Record. Where the employer does not use a national system the record must be maintained locally and made available where appropriate for inspection purposes.

There is no central certification process for the Care Certificate. We are seeking feedback from employers during the pilot processes for viability and potential of certificates being made available. It is likely that award of the Care Certificate will be via the employer using a standard national template.

### **How is the Care Certificate quality assured?**

The employer is responsible for assuring the quality of the teaching and assessment of the Care Certificate. The Registered Manager in Adult Social Care or named person in a health employer will sign off the HCSW/ ASCW as having successfully met all the standards to achieve the Care Certificate.

The Registered Manager/ named person must assure themselves that the standard of teaching and assessment is of sufficient quality that they can be confident that the HCSW/ASCW has fully met the standard.

The outcomes of the Care Certificate will be quality assured via the CQCs existing methodology in reviewing its essential standards.

**Will the Care Certificate be accredited?**

It is not the intention or expectation that the Care Certificate will be accredited as a national qualification. The Care Certificate does not require local accreditation by any awarding body or Higher Education Institution, and there is no requirement for it to have external quality assurance. However, employers may wish to seek accreditation of the learning or external quality assurance. It is however an expectation that the Care Certificate would provide evidence towards QCF qualifications and Apprenticeships across both Health and Social Care.

**Will internal training still be permitted?**

It is up to the employer how the Care Certificate is delivered if they have the appropriate skills/knowledge and competency to deliver that particular element of the Care Certificate then they may wish to deliver the training themselves.

**Will e-learning be permitted to be used?**

The Care Certificate allows the use of e-learning to provide the knowledge related to the Care Certificate and recognises technology offers individuals and employers the opportunity to learn anywhere. However, design and delivery must meet the standards of the outcomes. Where competency is being assessed it must be face to face.

**If I have already completed my CIS do I have to do the Care Certificate?**

No, the Care Certificate is for HCSW/ASCW starting within a new role. Those who have completed their CIS have already completed preparation for their roles and will continue to be recognised.

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**Can I be credited with the Certificate even though I have already completed my Common Induction Standards/ National Minimum Training standards?**

The content of the Care Certificate builds on the content of the CIS/NMTS and requires assessment of competence as well as knowledge. Achievement of the CIS/NMTS does not automatically mean that you can be awarded the Care Certificate. The initial focus is for new staff to achieve the Care Certificate although during the pilot work we will be looking at how existing staff can prove that they are working to the Standards set out in the Care Certificate.

**The Care Certificate has additional standards to the current CIS and NMTS do workers who has completed the CIS/NMTS undertake further learning to meet the new Care Certificate standards?**

For those workers who have completed CIS/NMTS they will have met the requirements of induction. It is the responsibility of the employer to identify whether the job role requires a need to meet the

additional standards of the Care Certificate. It is envisaged that the framework of the Care Certificate will form part of supervision and appraisal process.

**If a HCSW/ASCW moves in to a new job role or employer do they have to re-do the Care Certificate?**

No, once the Care Certificate is completed it is portable and therefore does not have to be retaken. However, as the Care Certificate does not replace employer induction specific to the environment in which practice will take place, nor does it focus on the specific skills and knowledge needed for a specific setting; the employer may request additional induction.

**What should employers be doing in terms of induction whilst the Care Certificate is being developed?**

Employers should still continue to induct their staff as they have been doing. In social care this would be by completion of the Common Induction Standards.

**How frequently should the Care Certificate be refreshed?**

Once the Care Certificate is completed it is portable and therefore does not have to be retaken. However, as you remain in or develop in your job role your employer may request you to undertake other forms of formal or informal learning.

**Will there be a national record of who has / has not completed the Care Certificate?**

No there is no national record of who has / has not completed the Care Certificate. The employer is responsible for maintaining a record.

**Do Personal Assistants employed by individually employers have to complete the Care Certificate?**

Individual employers are not bound by the same requirements as other employers to complete the Care Certificate. It is good practice for the individual employer to encourage Personal Assistants to complete the Care Certificate.

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