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Understand Your Role Standard 1	Care Certificate Standard 1 Criteria	Assessment method used	Evidence location	Manager Comments	Sign-off initials	Date
1.1 Understand their own role	1.1a Describe their main duties and responsibilities In their role	Discussion and Panel Process				
	1.1b List the standards and codes of conduct and practice that relate to their role	Discussion and Panel Process				
	1.1c Demonstrate that they are working in accordance with the agreed ways of working of Avalon	Observation				
1.2 Work in ways that have been agreed	1.2a Describe their employment rights and responsibilities	Discussion and Panel Process				
	1.2d Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to their role	Observation				
1.4 Work in Partnership with others	1.4c Demonstrate behaviours, attitudes and ways of working that can help improve partnership working	Observation				

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	1.4d Demonstrate how and when to access support and advice about: ■ Partnership working ■ Resolving conflicts	**Observation/ Role Play/ Discussion**				
Understand Your Role Standard 2	**Care Certificate Standard 2 Criteria**	**Assessment method used**	**Evidence location**	**Manager Comments**	**Sign-off initials**	**Date**
2.1 Agree a personal development plan	**2.1d** Contribute to drawing up own personal development plan	**Discussion and Panel Process**				
	2.1e Agree a personal development plan	**Discussion and Panel Process**				
2.2 Develop their knowledge, skills and understanding	**2.2f** Demonstrate how to measure their own knowledge, performance and understanding against relevant standards	**Observation**				
	2.2h Demonstrate how to record progress in relation to their personal development	**Observation**				

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Duty of Care Standard 3	Care Certificate Standard 3 Criteria	Assessment method used	Evidence location	Manager Comments	Sign-off initials	Date
3.3 Deal with comments and complaints	3.3a Demonstrate how to respond to comments and complaints in line with legislation and agreed ways of working	Observation/ Role Play / Discussion/ Panel Process				
	3.5d Demonstrate how and when to access support and advice about resolving conflicts	Observation/ Role Play/ Discussion/ Panel Process				
Equality and Diversity Standard 4	**Care Certificate Standard 4 Criteria**	**Assessment method used**	**Evidence location**	**Manager Comments**	**Sign-off initials**	**Date**
4.2 Work in an inclusive way	4.2b Demonstrate interaction with individuals that respects their beliefs, culture, values and preferences	Observation				

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Equality and Diversity Standard 4	Care Certificate Standard 4 Criteria	Assessment method used	Evidence location	Manager Comments	Sign-off initials	Date
5.3 Demonstrate awareness of the individuals immediate environment and make changes to address factors that may be causing discomfort or distress	**5.3a** Take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress. This could include: Lighting noise Temperature, odours.	**Observation/ Role Play/ Discussion and Panel Process**				
	5.3b Report any concerns they have to the relevant person.	**Observation/ Role Play/ Discussion and Panel Process**				
5.4 Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals	**5.4a** Raise any concerns directly with the individual concerned	**Observation/ Role Play/ Discussion and Panel Process**				
	5.4b Raise any concern with their supervisor/ manager	**Observation/ Role Play/ Discussion/ Panel Process**				
	5.4c Raise any concerns via other channels or systems e.g. at team meetings	**Observation/ Role Play/ Discussion/ Panel Process**				

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5.5 Support individuals to minimise pain or discomfort	**5.5a** Ensure that where individuals have restricted movement or mobility that they are comfortable.	**Observation/ Role Play/ Discussion and Panel Process**				
	5.5b Recognise the signs that an individual is in pain or discomfort. This could include: ■ Verbal reporting from the individual ■ Non-verbal communication ■ Changes in behaviour.	**Observation/ Role Play/ Discussion and Panel Process**				
	5.5c Take appropriate action where there is pain or discomfort. This could include * re-positioning * Reporting to a more senior member of staff * Giving prescribed pain relief medication * Equipment or medical devices are working properly or in the correct position eg wheelchairs, prosthetics, catheter tubes	**Observation/ Role Play/ Discussion and Panel Process**				

	5.5d Remove or minimise any environmental factors causing pain or discomfort. These could include *Wet or soiled clothing or bed linen *Poorly positioned lighting *Noise	**Observation/ Role Play/ Discussion and Panel Process**				
5.6 Support the individual to maintain their identity and self esteem	**5.6b** Demonstrate that their own attitudes and behaviours promote emotional and spiritual wellbeing	**Observation**				
	5.6c Support and encourage individuals own sense of identity and self esteem	**Observation**				
	5.6d Report any concerns about the individual's emotional and spiritual wellbeing to the appropriate person.	**Observation/ Role Play/ Discussion/ Panel Process**				
	5.7a Demonstrate that their actions promote person centred values including individuality , independence privacy, partnership, choice, dignity, respect, rights	**Observation**				

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Communication Standard 6	Care Certificate Standard 6 Criteria	Assessment method used	Evidence location	Manager Comments	Sign-off initials	Date
6.5 Use appropriate verbal and non-verbal communication	**6.5a** Demonstrate the use of appropriate verbal and non-verbal **communication**: Verbal –Tone, Volume Non-verbal: Position/ proximity, Eye contact, Body language, Touch, Signs, Symbols and pictures • Writing • Objects of reference • Human and technical aids. **Communication** may take place: • Face-to-face • By telephone or text, By email, internet or social networks • By written reports or letters.	**Observation**				
6.6 Support the use of appropriate communication aids/ technologies	**6.6a** Ensure that any communication aids/ technologies are: Clean, Work properly and in good repair.	**Observation/ Discussion and Panel Process**				
	6.6b Report any concerns about the communication aid/ technology to the appropriate person. This could include: • Senior member of Staff, Carer, Family	**Observation/ Role Play/ Discussion and Panel Process**				

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Privacy and Dignity Standard 7	Care Certificate Standard 7 Criteria	Assessment method used	Evidence location	Manager Comments	Sign-off initials	Date
7.2 Maintain the privacy and dignity of the individual(s) in their care	7.2a Demonstrate that their actions maintain the privacy of the individual. This could include: • Using appropriate volume to discuss the care and support of an individual • Discussing the individuals care and support in a place where others cannot overhear	Observation				
	7.2b Demonstrate that the privacy and dignity of the individual is maintained at all times being in line with the person's individual needs and preferences when providing personal care.	Observation/ Discussion and Panel Process				
	7.2d Report any concerns they have to the relevant person.	Observation/ Discussion and Panel Process				
7.4 Support individuals in making choices about their care	7.4a Demonstrate how to support individuals to make informed choices	Observation				

	7.4b Ensure any risk assessment processes are used to support the right of individuals to make their own decisions	**Observation**				
	7.4c Ensure their own personal views do not influence an individual's own choices or decisions	**Observation**				
7.6 Support the individual in active participation in their own care	**7.6a** Demonstrate that they can support the active participation of individuals in their care	**Observation**				
	7.6c Report any concerns to the relevant person.	**Observation/ Role Play/ Discussion**				
Fluids & Nutrition Standard 8	**Care Certificate Standard 8 Criteria**	**Assessment method used**	**Evidence location**	**Manager Comments**	**Sign-off initials**	**Date**
8.2 Support individuals to have access to fluids in accordance with their plan of care	**8.2a** Ensure drinks are within reach of those that have restrictions on their movement/ mobility	**Observation/ Discussion and Panel Process**				
	8.2b Ensure that drinks are refreshed on a regular basis	**Observation/ Discussion and Panel Process**				

	8.2c Ensure that individuals are offered drinks in accordance with their plan of care	**Observation/ Discussion and Panel Process**				
	8.2d Support and encourage individuals to drink in accordance with their plan of care	**Observation/ Discussion and Panel Process**				
	8.2e Report any concerns to the relevant person. This could include: ■ Senior member of staff ■ Carer ■ Family member.	**Observation/ Discussion and Panel Process**				
8.3 Support individuals to have access to food and nutrition in accordance with their plan of care	**8.3a** Ensure any nutritional products are within reach of those that have restrictions on their movement/ mobility	**Observation/ Discussion and Panel Process**				
	8.3b Ensure food is at the appropriate temperature	**Observation/ Discussion and Panel Process**				
	8.3c Ensure food is presented in accordance with the plan of care i.e. the individual is able to eat	**Observation/ Discussion and Panel Process**				

	8.3d Ensure that appropriate utensils are available to enable the individual to meet their nutritional needs as independently as possible	**Observation/ Discussion and Panel Process**				
	8.3e Support and encourage individuals to eat in accordance with their plan of care	**Observation/ Discussion and Panel Process**				
	8.3f Report any concerns to the relevant person. This could include: ■ Senior member of staff ■ Carer ■ Family member	**Observation/ Discussion and Panel Process**				
Safeguarding Adults Standard 10	**Care Certificate Standard 10 Criteria**	**Assessment method used**	**Evidence location**	**Manager Comments**	**Sign-off initials**	**Date**
10.1 Understand the principles of Safeguarding Adults	**10.1j** Demonstrate the importance of ensuring individuals are treated with dignity and respect when providing health and care services	**Observation**				

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Health and Safety Standard 13	Care Certificate Standard 13 Criteria	Assessment method used	Evidence location	Manager Comments	Sign-off initials	Date
13.6 Handle hazardous substances	**13.6b** Demonstrate safe practices for storing, using and disposing of hazardous substances	**Observation**				
Holding Information Standard 14	**Care Certificate Standard 14 Criteria**	**Assessment method used**	**Evidence location**	**Manager Comments**	**Sign-off initials**	**Date**
14.1 Handle information	**14.1c** Demonstrate how to keep records that are up to date, complete, accurate and legible	**Observation**				
Infection Control and Prevention Standard 15	**Care Certificate Standard 14 Criteria**	**Assessment method used**	**Evidence location**	**Manager Comments**	**Sign-off initials**	**Date**
15.1 Prevent the spread of infection	**15.1b** Demonstrate effective hand hygiene	**Observation**				

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Declaration of completion - I confirm that the Carer meets the full requirements of the Care Certificate.

Carer Name	Signature	Date
Assessor Name	Signature	Date
Counter Signed Registered Manager	Signature	Date
Counter Signed Learning and Development Manager	Signature	Date