

Care Certificate assessment opportunity 2

Going for a coffee

This will involve the new care worker:

- Going to the client's house
- Helping the client into a wheelchair
- Walking with the client into town
- Going to a coffee shop with the client
- Taking the client home

Description of assessment activity

X has limited mobility and uses a walking frame in the house. **X** also has a lack of co-ordination. Carers visit **X** twice a day.

The new care worker will be visiting **X** for the second time today to accompany them into town and go for a coffee. As the new care worker is in this induction period, the new care worker is accompanied by a more experienced team member who is also able to assess the Care Certificate. **X** is aware and approves the assessment process.

Standard 1: Understand your role - Care Certificate Standards that could be demonstrated:

1.1c Demonstrate that they are working in accordance with the agreed ways of working with their employer

Standard 3: Duty of Care - Care Certificate Standards that could be demonstrated:

3.5d Demonstrate how and when to access support and advice about resolving conflicts

Standard 4: Equality and Diversity - Care Certificate Standards that could be demonstrated:

4.2b Demonstrate interaction with individuals that respects their beliefs, culture, values and preferences

Standard 5: Work in a person centred way - Care Certificate Standards that could be demonstrated

5.3a Take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress. This could include:

- Lighting
- Noise
- Temperature
- Unpleasant odours

5.5a Ensure that where individuals have restricted movement or mobility that they are comfortable

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
- Ensure equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes

5.7a Demonstrate that their actions promote person centred values including:

- Individuality
- Independence
- Privacy
- Partnership
- Choice
- Dignity
- Respect

Standard 6: Communication - Care Certificate Standards that could be demonstrated:

6.5a Demonstrate the use 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

Standard 8: Fluids and Nutrition - Care Certificate Standards that could be demonstrated:

8.2a Ensure drinks are within reach of those that have restrictions on their movement/ mobility

8.3c Ensure that appropriate utensils are available to enable the individual to meet their nutritional needs as independently as possible

Standard 13: Health and Safety - Care Certificate Standards that could be demonstrated:

13.3c Demonstrate how to move and assist people and objects safely, maintaining the individual's dignity, and in line with legislation and agreed ways of working

Standard 15: Infection prevention and control - Care Certificate Standards that could be demonstrated:

15.1b Demonstrate effective hand hygiene