



Care Certificate standards

Updated 2025

Self-assessment tool

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What are the Care Certificate Standards?

The Care Certificate standards are an identified set of standards that health and social care workers adhere to in their daily working life. Designed with the non-regulated workforce¹ in mind, the Care Certificate gives everyone the confidence that these workers have the same introductory skills, knowledge and behaviours to provide compassionate, safe and high-quality care and support.

The Care Certificate standards:

- can be used to support a robust induction process into the workplace
- across health and social care
- links to competences and units in qualifications
- covers what is required to be caring
- will equip workers with the fundamental skills they need to provide quality care
- gives them a basis from which they can further develop your knowledge and skills as their career progresses

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In health roles may include: assistant practitioner, care assistant, healthcare support worker, maternity support worker, nursing assistant, occupational therapy assistant, physiotherapy assistant, radiography assistant, speech and language therapy assistant, senior care assistant.

In adult social care roles may include: activities worker, day care assistant, day care officer, domiciliary care worker, home care worker, nursing assistant (in a nursing home or a hospice), personal assistants, reablement assistant, residential care worker, senior home care worker, support worker. **Other roles** may be included where achievement of all of the standards is possible.

The standards

The 16 standards in the Care Certificate are:

1. Understand your role
2. Your personal development
3. Duty of care
4. Equality, diversity, inclusion and human rights
5. Work in a person-centred way
6. Communication
7. Privacy and dignity
8. Fluids and nutrition
9. Awareness of mental health and dementia
10. Adult safeguarding
11. Safeguarding children
12. Basic life support
13. Health and safety
14. Handling information
15. Infection prevention and control
16. Awareness of learning disability and autism

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About the self-assessment tool

Employers may want to use the self-assessment tool prior to health and social care workers commencing their induction. Induction can then be tailored, based on the workers self-assessment. The tool is not designed to be used as part of the selection process and can be used for both new starters and where the employer wishes to award the Care Certificate standards to existing staff or, if necessary, identify additional training needs.

Health and social care workers: Your employer has asked you to complete this self-assessment for the Care Certificate standards. Each of the standards is listed with a check list to allow you to rate your own knowledge and skills against the following scale:

Good	You have a good standard of skills and/or knowledge. You use these skills and knowledge on a regular basis and feel confident in your ability. No refresher required.
Adequate	Your standard of skills and/or knowledge meets the standard required. You may only use the skills and knowledge from time to time or you may not feel confident in your ability. You and your employer may agree that you need to refresh specific knowledge or skills from this selection.
Needs refreshing	You previously had this standard of skills and/or knowledge but it is no longer current, or you have not used it in your work recently/regularly. You therefore no longer have the skills and/or knowledge to meet the standard. A refresher is required.
New to me	Either you have never worked in a caring role previously or you haven't previously covered this topic. Training/development is required.

Once you have rated yourself against each standard you will need to have a professional discussion with your assessor, employer or manager to see how you can refresh or develop new knowledge and skills in different areas. It is important that you are honest in your assessment of your current knowledge and skills against each of the standards.

The checklist is just a tool and is not evidence that you are competent against the Care Certificate standards. The decision on whether you meet the standards for the Care Certificate will be made by your manager, employer or assessor using the self-assessment, any other appropriate evidence and in line with the guidance set out for the Care Certificate. Please see: NHS England www.hee.nhs.uk; Skills for Care www.skillsforcare.org.uk or Skills for Health www.skillsforhealth.org.uk for full details

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Standard 1: Understand your role

You	To meet this standard, you can:	How would you rate your current ability?
1.1 Understand their own role	1.1a Describe their main duties and responsibilities	Good Adequate Needs refresh New to me
	1.1b List the standards and codes of conduct and practice that relate to their role	Good Adequate Needs refresh New to me
	1.1c Demonstrate that they are working in accordance with the agreed ways of working with their employer	Good Adequate Needs refresh New to me
	1.1d Explain how their previous experiences, attitudes, values and beliefs may affect the way they work	Good Adequate Needs refresh New to me
	1.1e Identify the different opportunities for professional and career development in the sector	Good Adequate Needs refresh New to me
1.2 Work in ways that have been agreed with their employer	1.2a Describe their employment rights and responsibilities	Good Adequate Needs refresh New to me
	1.2b List the aims, objectives and values of the service in which they work	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?
	1.2c Explain why it is important to work in ways that are agreed with their employer	Good Adequate Needs refresh New to me
	1.2d Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to their role	Good Adequate Needs refresh New to me
	1.2e Explain how and when to escalate any concerns they might have in line with organisational policy or ways of working	Good Adequate Needs refresh New to me
	1.2f Explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person	Good Adequate Needs refresh New to me
1.3 Understand working relationships in health and social care	1.3a Describe their responsibilities to the individuals they support as well as key people , advocates and others who are significant to an individual	Good Adequate Needs refresh New to me
	1.3b Explain how a working relationship is different from a personal relationship	Good Adequate Needs refresh New to me
	1.3c Describe different working relationships in health and social care settings	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?
1.4 Work in partnership with others	1.4a Explain why it is important to work in teams and in partnership with others	Good Adequate Needs refresh New to me
	1.4b Explain why it is important to work in partnership with key people , advocates and others who are significant to individuals being supported	Good Adequate Needs refresh New to me
	1.4c Demonstrate behaviours, attitudes and ways of working that can help improve partnership working	Good Adequate Needs refresh New to me
	1.4d Demonstrate how and when to access support and advice about: <ul style="list-style-type: none"> • partnership working • resolving conflicts 	Good Adequate Needs refresh New to me

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Standard 2:

Your personal development

You	To meet this standard, you can:	How would you rate your current ability?
2.1 Agree a personal development plan	2.1a Describe the processes for: <ul style="list-style-type: none"> identifying own learning needs agreeing a personal development plan and who should be involved 	Good Adequate Needs refresh New to me
	2.1b Explain why feedback from others is important in helping to develop and improve the way they work	Good Adequate Needs refresh New to me
	2.1c Contribute to and agree own personal development plan	Good Adequate Needs refresh New to me
2.2 Develop their knowledge, skills and understanding	2.2a Describe the functional level of literacy, numeracy, communication , and digital skills necessary to carry out their role	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	2.2b Explain where to find information and support on how to check and develop own current level of skills in: <ul style="list-style-type: none"> • literacy • numeracy • digital • communication 	Good Adequate Needs refresh New to me	Intro
	2.2c Describe how reflecting on a situation or learning activity has improved their own knowledge, skills and understanding	Good Adequate Needs refresh New to me	Standard 1
	2.2d Describe how feedback from others has developed their own knowledge, skills and understanding	Good Adequate Needs refresh New to me	Standard 2
	2.2e Demonstrate how to measure their own knowledge, performance and understanding against relevant standards	Good Adequate Needs refresh New to me	Standard 3
	2.2f List the learning opportunities available to them and how they can use them to improve their ways of working	Good Adequate Needs refresh New to me	Standard 4
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You	To meet this standard, you can:	How would you rate your current ability?
	2.2g Demonstrate how to record progress in relation to their personal development	Good Adequate Needs refresh New to me
	2.2h Explain why continuing professional development is important	Good Adequate Needs refresh New to me

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Standard 3: Duty of care

You	To meet this standard, you can:	How would you rate your current ability?
3.1 Understand duty of care and duty of candour	3.1a Define <ul style="list-style-type: none"> • duty of care • duty of candour 	Good Adequate Needs refresh New to me
	3.1b Describe how the duty of care affects their own work role	Good Adequate Needs refresh New to me
3.2 Understand the support available for addressing dilemmas that may arise about duty of care	3.2a Describe dilemmas that may arise between the duty of care and an individual's rights	Good Adequate Needs refresh New to me
	3.2b Explain what they must and must not do within their role in managing conflicts and dilemmas	Good Adequate Needs refresh New to me
	3.2c Explain where to get additional support and advice about how to resolve such dilemmas	Good Adequate Needs refresh New to me
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	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	
	3.3b Describe who to ask for advice and support in handling comments and complaints	Good Adequate Needs refresh New to me	Contents Intro Standard 1 Standard 2 Standard 3 Standard 4 Standard 5 Standard 6 Standard 7 Standard 8 Standard 9 Standard 10 Standard 11 Standard 12 Standard 13 Standard 14 Standard 15 Standard 16 Glossary
	3.3c Explain the importance of learning from comments and complaints to improve the quality of service	Good Adequate Needs refresh New to me	
3.4 Deal with incidents, errors and near misses	3.4a Describe how to recognise adverse events, incidents, errors and near misses	Good Adequate Needs refresh New to me	
	3.4b Explain what they must and must not do in relation to adverse events, incidents, errors and near misses	Good Adequate Needs refresh New to me	
	3.4c List the legislation and agreed ways of working in relation to reporting any adverse events, incidents, errors and near misses	Good Adequate Needs refresh New to me	
3.5 Deal with confrontation and difficult situations	3.5a List the factors and difficult situations that may cause confrontation	Good Adequate Needs refresh New to me	
	3.5b Describe how communication can be used to solve problems and reduce the likelihood or impact of confrontation	Good Adequate Needs refresh New to me	

You	To meet this standard, you can:	How would you rate your current ability?
	3.5c Describe how to assess and reduce risks in confrontational situations	Good Adequate Needs refresh New to me
	3.5d Demonstrate how and when to access support and advice about resolving conflicts	Good Adequate Needs refresh New to me
	3.5e Explain the agreed ways of working for reporting any confrontations	Good Adequate Needs refresh New to me

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Standard 4: Equality, diversity, inclusion and human rights

You	To meet this standard, you can:	How would you rate your current ability?
4.1 Understand the importance of equality, diversity, inclusion, and human rights	4.1a Explain what is meant by: <ul style="list-style-type: none"> • equality including protected characteristics • diversity • inclusion • human rights 	Good Adequate Needs refresh New to me
	4.1b Explain what is meant by bias and discrimination	Good Adequate Needs refresh New to me
	4.1c Describe ways in which discrimination may deliberately or inadvertently occur in the work setting	Good Adequate Needs refresh New to me
	4.1d Explain how practices that support, equality, diversity, inclusion and human rights reduce the likelihood of discrimination	Good Adequate Needs refresh New to me
4.2 Work in an inclusive way	4.2a Identify which legislation and codes of practice relating to equality, diversity, inclusion and human rights apply to their own role and practices	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	4.2b Demonstrate interactions with individuals that support culturally appropriate care	Good Adequate Needs refresh New to me	Intro
	4.2c Describe how to recognise, challenge and report discrimination in line with your employers' policies and procedures, in a way that encourages positive change	Good Adequate Needs refresh New to me	Standard 1
4.3 Access information, advice and support about equality, diversity, inclusion and human rights	4.3a Identify a range of sources of information, advice and support about equality, diversity, inclusion and human rights	Good Adequate Needs refresh New to me	Standard 2
	4.3b Describe how and when to access information, advice and support about equality, diversity, inclusion and human rights	Good Adequate Needs refresh New to me	Standard 3
	4.3c Explain who to ask for advice and support about equality, diversity, inclusion and human rights	Good Adequate Needs refresh New to me	Standard 4
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Standard 5: Work in a person-centred way

You	To meet this standard, you can:	How would you rate your current ability?
5.1 Understand person-centred values	5.1a Identify person-centred values and describe how to put them into practice in their day-to-day work	Good Adequate Needs refresh New to me
	5.1b Describe why it is important to work in a way that promotes person-centred values when providing support to individuals	Good Adequate Needs refresh New to me
	5.1c Identify ways to promote dignity in their day-to-day work	Good Adequate Needs refresh New to me
	5.1d Explain the importance of relationships significant to the individual being supported when working in a person-centred way	Good Adequate Needs refresh New to me
5.2 Understand working in a person-centred way	5.2a Describe the importance of finding out the history, preferences, wishes and needs of the individual	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	5.2b Explain why the changing needs of an individual must be reflected in their care and/ or support plan	Good Adequate Needs refresh New to me	Intro
	5.2c Explain the importance of supporting individuals to plan for their future wellbeing and fulfilment, including end-of-life care	Good Adequate Needs refresh New to me	Standard 1
5.3 Understand the meaning of mental capacity in relation to how care is provided	5.3a Identify relevant legislation and codes of practice relating to mental capacity	Good Adequate Needs refresh New to me	Standard 2
	5.3b Explain what is meant by the term "capacity"	Good Adequate Needs refresh New to me	Standard 3
	5.3c. Explain why it is important to assume that someone has capacity unless there is evidence that they do not	Good Adequate Needs refresh New to me	Standard 4
	5.3d Explain what is meant by "consent", and factors that influence an individual's mental capacity and ability to express consent	Good Adequate Needs refresh New to me	Standard 5
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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	5.3e Describe situations where an assessment of capacity might need to be undertaken and the meaning and significance of: <ul style="list-style-type: none"> • best interest decisions • advance statements • advanced decisions 	Good Adequate Needs refresh New to me	Intro Standard 1 Standard 2 Standard 3 Standard 4 Standard 5
5.4 Demonstrate awareness of the individual's immediate environment and make changes to address factors that may be causing discomfort or distress	5.4a Take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress. This could include: <ul style="list-style-type: none"> • lighting • noise • temperature • unpleasant odours 	Good Adequate Needs refresh New to me	Standard 6 Standard 7 Standard 8 Standard 9 Standard 10
	5.4b Report any concerns they have to the relevant person. This could include: <ul style="list-style-type: none"> • senior member of staff • carer • family member 	Good Adequate Needs refresh New to me	Standard 11 Standard 12 Standard 13 Standard 14 Standard 15 Standard 16 Glossary

You	To meet this standard, you can:	How would you rate your current ability?	Contents
5.5 Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals	5.5a Raise any concerns directly with the individual concerned	Good Adequate Needs refresh New to me	Intro
	5.5b Raise any concern with their supervisor/ manager	Good Adequate Needs refresh New to me	Standard 1
	5.5c Raise any concerns via other channels or systems e.g. at team meetings	Good Adequate Needs refresh New to me	Standard 2
5.6 Support individuals to minimise pain, discomfort and emotional distress	5.6a Ensure that where individuals have restricted movement or mobility that they are comfortable	Good Adequate Needs refresh New to me	Standard 3
	5.6b Recognise the signs that an individual is in pain, discomfort or emotional distress. This could include: <ul style="list-style-type: none"> • verbal reporting from the individual • non-verbal communication • changes in behaviour 	Good Adequate Needs refresh New to me	Standard 4
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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	5.6c Take appropriate steps to remove or minimise factors, including environmental factors, which may be causing pain, discomfort or emotional distress to the individual . This could include: <ul style="list-style-type: none"> • following the plan of care e.g. re-positioning or giving prescribed pain relief medication • reporting to a more senior member of staff and following agreed ways of working • ensuring equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes • providing emotional support • wet or soiled clothing or bed linen • poorly positioned lighting • noise 	Good Adequate Needs refresh New to me	Intro Standard 1 Standard 2 Standard 3 Standard 4 Standard 5 Standard 6 Standard 7 Standard 8 Standard 9 Standard 10 Standard 11 Standard 12 Standard 13 Standard 14 Standard 15 Standard 16 Glossary
5.7 Support the individual to maintain their identity and self-esteem and promote wellbeing	5.7a Explain how individual identity and self-esteem are linked to wellbeing	Good Adequate Needs refresh New to me	

You	To meet this standard, you can:	How would you rate your current ability?
	5.7b Demonstrate that their own attitudes and behaviours promote the wellbeing of the individual	Good Adequate Needs refresh New to me
	5.7c Support and encourage individuals own sense of identity and self-esteem	Good Adequate Needs refresh New to me
	5.7d Report any concerns about the individual's wellbeing to the appropriate person. This could include: <ul style="list-style-type: none"> • senior member of staff • carer • family member 	Good Adequate Needs refresh New to me
5.8 Support the individual using person-centred values	5.8a Demonstrate that their actions promote person-centred values including: <ul style="list-style-type: none"> • individuality • independence • privacy • partnership • choice • dignity • respect • rights 	Good Adequate Needs refresh New to me

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Standard 6: Communication

You	To meet this standard, you can:	How would you rate your current ability?
6.1 Understand the importance of effective communication at work	6.1a Describe the different ways that people communicate	Good Adequate Needs refresh New to me
	6.1b Describe how communication affects relationships at work	Good Adequate Needs refresh New to me
6.2 Understand how to meet the communication and language needs, wishes and preferences of individuals	6.2a Describe how to establish an individual's communication and language needs , wishes and preferences	Good Adequate Needs refresh New to me
	6.2b List a range of communication methods, aids, assistive technologies and digital communication tools that could help meet an individual's communication needs , wishes and preferences	Good Adequate Needs refresh New to me
6.3 Understand how to promote effective communication	6.3a List barriers to effective communication with individuals and how they can be reduced	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	6.3b Describe how an individual's behaviour may be a form of communication	Good Adequate Needs refresh New to me	Intro
	6.3c Describe how to check whether they (the support worker) have been understood	Good Adequate Needs refresh New to me	Standard 1
	6.3d Describe where to find information and support or services , to help the individual communicate more effectively	Good Adequate Needs refresh New to me	Standard 2
6.4 Understand the principles and practices relating to confidentiality	6.4a Describe what confidentiality means in relation to their role	Good Adequate Needs refresh New to me	Standard 3
	6.4b List any legislation and agreed ways of working to maintain confidentiality in day-to-day communication	Good Adequate Needs refresh New to me	Standard 4
	6.4c Describe situations where information, normally considered to be confidential, might need to be passed on	Good Adequate Needs refresh New to me	Standard 5
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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	6.4d Describe who they should ask for advice and support about confidentiality	Good Adequate Needs refresh New to me	Intro
6.5 Use appropriate verbal and non-verbal communication	6.5a Demonstrate the use of appropriate verbal and non-verbal communication : Verbal: <ul style="list-style-type: none"> • tone • volume Non-verbal: <ul style="list-style-type: none"> • position/proximity • eye contact • body language • touch • writing • signing Using communication aids including: <ul style="list-style-type: none"> • signs • symbols and pictures • objects of reference Communication may take place: <ul style="list-style-type: none"> • face to face • by telephone or text • by written reports or letters • by using digital tools and technology e.g. email, internet or social networks 	Good Adequate Needs refresh New to me	Standard 1
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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	6.5b Describe why it is important to observe and be receptive to an individual's reactions when communicating with them	Good Adequate Needs refresh New to me	Intro
6.6 Support the use of appropriate communication aids/ technologies	6.6a Ensure the appropriate and safe use of communication aids, assistive technologies , and digital communication tools are: <ul style="list-style-type: none"> • available • clean • working properly (including updated software where appropriate) • in good repair 	Good Adequate Needs refresh New to me	Standard 1
	6.6b Report any concerns about the communication aid/technology or digital communication tool to the appropriate person. This could include: <ul style="list-style-type: none"> • senior member of staff • carer • family member 	Good Adequate Needs refresh New to me	Standard 2
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Standard 7: Privacy and dignity

You	To meet this standard, you can:	How would you rate your current ability?
7.1 Understand the principles that underpin privacy and dignity in care	7.1a Describe what is meant by privacy and dignity	Good Adequate Needs refresh New to me
	7.1b List situations where an individual's privacy and dignity could be compromised	Good Adequate Needs refresh New to me
	7.1c Describe different ways to maintain privacy and dignity of individuals in your care and support	Good Adequate Needs refresh New to me
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: <ul style="list-style-type: none"> • using appropriate volume to discuss the care and support of an individual • discussing the individual's care and support in a place where others cannot overhear 	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	7.2b Demonstrate that the privacy and dignity of the individual is maintained at all times in line with the person's individual needs and preferences when providing personal care. This could include: <ul style="list-style-type: none"> • making sure doors, screens or curtains are in the correct position • getting permission before entering someone's personal space • knocking before entering the room • ensuring any clothing, hospital gowns are positioned correctly • ensuring the individual is positioned appropriately, e.g. not exposing any part of their body they would not want others to be able to see 	Good Adequate Needs refresh New to me	<div data-bbox="1302 365 1525 421">Intro</div> <div data-bbox="1302 454 1525 510">Standard 1</div> <div data-bbox="1302 544 1525 600">Standard 2</div> <div data-bbox="1302 633 1525 689">Standard 3</div> <div data-bbox="1302 723 1525 779">Standard 4</div> <div data-bbox="1302 813 1525 869">Standard 5</div> <div data-bbox="1302 902 1525 958">Standard 6</div> <div data-bbox="1302 992 1525 1048" style="background-color: #0056b3; color: white;">Standard 7</div> <div data-bbox="1302 1081 1525 1137">Standard 8</div> <div data-bbox="1302 1171 1525 1227">Standard 9</div> <div data-bbox="1302 1261 1525 1317">Standard 10</div> <div data-bbox="1302 1350 1525 1406">Standard 11</div> <div data-bbox="1302 1440 1525 1496">Standard 12</div> <div data-bbox="1302 1529 1525 1585">Standard 13</div> <div data-bbox="1302 1619 1525 1675">Standard 14</div> <div data-bbox="1302 1709 1525 1765">Standard 15</div> <div data-bbox="1302 1798 1525 1854">Standard 16</div> <div data-bbox="1302 1888 1525 1919">Glossary</div>

You	To meet this standard, you can:	How would you rate your current ability?	Contents
	7.2c Explain why it is important not to disclose anything about the individual that they may wish to be kept private, unless it is appropriate to do so. This could include: <ul style="list-style-type: none"> • health condition • sexual orientation • personal history • social circumstances 	Good Adequate Needs refresh New to me	Intro
	7.2d Report any concerns they have to the relevant person. This could include: <ul style="list-style-type: none"> • senior member of staff • carer • family member 	Good Adequate Needs refresh New to me	Standard 1
7.3 Support an individual's right to make choices	7.3a Describe ways of helping individuals to make informed choices	Good Adequate Needs refresh New to me	Standard 2
	7.3b Explain how risk assessment processes can be used to support the right of individuals to make their own decisions	Good Adequate Needs refresh New to me	Standard 3
	7.3c Explain why personal views must not influence an individual's own choices or decisions	Good Adequate Needs refresh New to me	Standard 4
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			Standard 6
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			Standard 9
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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	7.3d Describe why there may be times when they need to support an individual to question or challenge decisions made about them by others	Good Adequate Needs refresh New to me	Intro
7.4 Support individuals in making choices about their care	7.4a Demonstrate how to support individuals to make informed choices	Good Adequate Needs refresh New to me	Standard 1
	7.4b Ensure any risk assessment processes are used to support the right of individuals to make their own decisions	Good Adequate Needs refresh New to me	Standard 2
	7.4c Ensure their own personal views do not influence an individual's own choices or decisions	Good Adequate Needs refresh New to me	Standard 3
	7.4d Describe how to report any concerns they have to the relevant person. This could include: <ul style="list-style-type: none"> • senior member of staff • carer • family member 	Good Adequate Needs refresh New to me	Standard 4
7.5 Understand how to support active participation	7.5a Describe the importance of how valuing people contributes to active participation	Good Adequate Needs refresh New to me	Standard 5
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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	7.5b Explain how to enable individuals to make informed choices about their lives	Good Adequate Needs refresh New to me	Intro
	7.5c List other ways they can support active participation	Good Adequate Needs refresh New to me	Standard 1
	7.5d Describe the importance of enabling individuals to be as independent as possible and to maintain their own network of relationships and connections with their community	Good Adequate Needs refresh New to me	Standard 2
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	Good Adequate Needs refresh New to me	Standard 3
	7.6b Reflect on how their own personal views could restrict the individual's ability to actively participate in their care	Good Adequate Needs refresh New to me	Standard 4
	7.6c Report any concerns to the relevant person. This could include: <ul style="list-style-type: none"> • senior member of staff • carer • family member 	Good Adequate Needs refresh New to me	Standard 5
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Standard 8:

Fluids and nutrition

You	To meet this standard, you can:	How would you rate your current ability?
8.1 Understand the principles of hydration, nutrition and food safety	8.1a Describe the importance of food safety, including hygiene, in the preparation and handling of food	Good Adequate Needs refresh New to me
	8.1b Explain the importance of good nutrition and hydration in maintaining health and wellbeing	Good Adequate Needs refresh New to me
	8.1c List signs and symptoms of poor nutrition and hydration	Good Adequate Needs refresh New to me
	8.1d Explain how to promote adequate nutrition and hydration	Good Adequate Needs refresh New to me
	8.1e Explain how to identify and report changes or risks relating to nutrition and hydration needs	Good Adequate Needs refresh New to me
8.2 Support individuals to have access to fluids in accordance with their plan of care	8.2a Ensure that fluids are within reach of those that have restrictions on their liberty, movement or mobility	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	8.2b Ensure that fluids are refreshed on a regular basis	Good Adequate Needs refresh New to me	Intro
	8.2c Ensure that fluids are offered, and individuals are supported and encouraged to drink in accordance with their plan of care	Good Adequate Needs refresh New to me	Standard 1
	8.2d Know how to report any concerns to the relevant person. This could include: <ul style="list-style-type: none"> • senior member of staff • carer • family member 	Good Adequate Needs refresh New to me	Standard 2
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 liberty, movement mobility	Good Adequate Needs refresh New to me	Standard 3
	8.3b Ensure food is provided at the appropriate temperature and in accordance with the plan of care and the individual is able to eat it	Good Adequate Needs refresh New to me	Standard 4
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You	To meet this standard, you can:	How would you rate your current ability?
	8.3c Ensure that appropriate utensils are available to enable the individual to meet their nutritional needs as independently as possible	Good Adequate Needs refresh New to me
	8.3d Support and encourage individuals to eat in accordance with their plan of care	Good Adequate Needs refresh New to me
	8.3e Know how to report any concerns to the relevant person. This could include: <ul style="list-style-type: none"> • senior member of staff • carer • family member 	Good Adequate Needs refresh New to me

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Standard 9: Awareness of mental health and dementia

You	To meet this standard, you can:	How would you rate your current ability?
9.1 Understand the needs and experiences of people with mental health conditions or dementia	9.1a Describe what is meant by the terms: <ul style="list-style-type: none"> • mental health • mental wellbeing 	Good Adequate Needs refresh New to me
	9.1b List common types of mental health conditions	Good Adequate Needs refresh New to me
	9.1c Explain what is meant by the term dementia	Good Adequate Needs refresh New to me
	9.1d Explain how these conditions may influence a person's needs in relation to the care that they may require	Good Adequate Needs refresh New to me
	9.1e Explain why it is important to understand that the causes and support needs are different for people with mental health conditions or dementia	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
9.2 Understand the importance of promoting positive health and wellbeing for an individual who may have a mental health condition or dementia	9.2a Explain how positive attitudes towards those with mental health conditions or dementia will improve the care and support they receive	Good Adequate Needs refresh New to me	Intro
	9.2b Describe the social model of disability and how it underpins positive attitudes and involving people in their own care	Good Adequate Needs refresh New to me	Standard 1
9.3 Understand the reasonable adjustments which may be necessary in care delivery relating to an individual who may have a mental health condition or dementia	9.3a Identify reasonable adjustments which can be made in health and care services accessed by individuals living with a mental health condition or dementia and the importance of planning these in advance	Good Adequate Needs refresh New to me	Standard 2
	9.3b Describe how to report concerns associated with any unmet needs which may arise from mental health conditions or dementia through agreed ways of working	Good Adequate Needs refresh New to me	Standard 3
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You	To meet this standard, you can:	How would you rate your current ability?	
9.4 Understand the importance of early detection of mental health conditions or dementia	9.4a Describe how to recognise early indicators of mental health deterioration	Good Adequate Needs refresh New to me	Contents Intro Standard 1 Standard 2 Standard 3 Standard 4 Standard 5 Standard 6 Standard 7 Standard 8 Standard 9 Standard 10 Standard 11 Standard 12 Standard 13 Standard 14 Standard 15 Standard 16 Glossary
	9.4b List early signs and symptoms of dementia	Good Adequate Needs refresh New to me	
	9.4c Explain why early detection of mental health needs or dementia is important	Good Adequate Needs refresh New to me	
	9.4d Give examples of how and why adjustments to care and support might need to be made when a mental health condition or dementia is identified or there is a decline in the individual's condition	Good Adequate Needs refresh New to me	
	9.4e Explain ways to engage with and signpost individuals living with a mental health condition or dementia and their families and carers to other services and support	Good Adequate Needs refresh New to me	

You	To meet this standard, you can:	How would you rate your current ability?
9.5 Understand legal frameworks, policy and guidelines relating to mental health conditions or dementia	9.5a List the main requirements of legislation and policies that are designed to promote the human rights, inclusion, equal life chances and citizenship of individuals with mental health conditions or dementia	Good Adequate Needs refresh New to me
	9.5b Explain how the legislation and policies listed may affect the day-to-day experiences of individuals with mental health needs or dementia and their families	Good Adequate Needs refresh New to me

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Standard 10: Adult safeguarding

You	To meet this standard, you can:	How would you rate your current ability?
10.1 Principles of adult safeguarding	10.1a Explain the term adult safeguarding	Good Adequate Needs refresh New to me
	10.1b Give the legal definition of an adult at risk	Good Adequate Needs refresh New to me
	10.1c Explain their own role and responsibilities in safeguarding individuals	Good Adequate Needs refresh New to me
	10.1d List the main types of abuse	Good Adequate Needs refresh New to me
	10.1e Describe what constitutes harm	Good Adequate Needs refresh New to me
	10.1f Describe what constitutes restrictive practices ; the organisation's policies and procedures in relation to restrictive practices and your own role in implementing these	Good Adequate Needs refresh New to me
	10.1g List the possible indicators of abuse	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	10.1h Describe the nature and scope of harm to and abuse of adults at risk	Good Adequate Needs refresh New to me	Intro
	10.1i List a range of factors which have featured in adult abuse and neglect	Good Adequate Needs refresh New to me	Standard 1
	10.1j Describe the range of potential risks with using technology and how to support individuals to be safe without being risk averse	Good Adequate Needs refresh New to me	Standard 2
	10.1k Demonstrate the importance of ensuring individuals are treated with dignity and respect when providing health and care services	Good Adequate Needs refresh New to me	Standard 3
	10.1l Describe where to get information and advice about their role and responsibilities in preventing and protecting individuals from harm and abuse	Good Adequate Needs refresh New to me	Standard 4
10.2 Reduce the likelihood of abuse	10.2a Explain why an individual may be at risk from harm or abuse	Good Adequate Needs refresh New to me	Standard 5
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You	To meet this standard, you can:	How would you rate your current ability?
	10.2b Describe how care environments can promote or undermine people's dignity and rights	Good Adequate Needs refresh New to me
	10.2c Explain the importance of individualised and person-centred care	Good Adequate Needs refresh New to me
	10.2d Explain how to apply the basic principles of helping people to keep themselves safe	Good Adequate Needs refresh New to me
	10.2e Explain the local arrangements for the implementation of multi-agency adult safeguarding policies and procedures	Good Adequate Needs refresh New to me
	10.2f List ways in which the likelihood of abuse may be reduced by <ul style="list-style-type: none"> • working with person-centred values • enabling active participation • promoting choice and rights • working in partnership with others 	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?
10.3 Respond to suspected or disclosed abuse	10.3a Explain what to do if abuse of an adult is suspected; including how to raise concerns in accordance with ways of working	Good Adequate Needs refresh New to me
10.4 Protect people from harm and abuse – locally and nationally	10.4a List relevant legislation , local and national policies and procedures which relate to adult safeguarding	Good Adequate Needs refresh New to me
	10.4b Explain the importance of sharing information with the relevant agencies	Good Adequate Needs refresh New to me
	10.4c Describe the actions to take if they experience barriers in alerting or referring to relevant agencies	Good Adequate Needs refresh New to me

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Standard 11: Safeguarding children

You	To meet this standard, you can:	How would you rate your current ability?
11.1 Safeguard children	<p>If they work in health: Meet the most up to date national minimum training standards for safeguarding children at the level appropriate to their workplace as set out in the intercollegiate guidance issued by the Royal College of Nursing</p> <p>If they work in social care: Explain what they must do if they suspect a child, young person (met in any circumstances) is being abused or neglected</p>	<p>Good Adequate</p> <p>Needs refresh New to me</p>

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Standard 12:

Basic life support

You	To meet this standard, you can:	How would you rate your current ability?
12.1 Provide basic life support	<p>Be able to carry out basic life support.</p> <p>Complete practical basic life support training that meets the UK Resuscitation Council guidelines.</p> <ul style="list-style-type: none"> • If working with adults in health and social care they will undertake training in adult basic life support • If working with Paediatric patients in health, they will undertake training in paediatric basic life support • If working with Newborn patients in health, they will undertake training in newborn life support <p>Guidance:</p> <ul style="list-style-type: none"> • Most up to date Resuscitation Council Resuscitation Guidelines • Cardiopulmonary Resuscitation – Standards for clinical practice and training Joint Statement 	<p>Good Adequate</p> <p>Needs refresh New to me</p>

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Standard 13: Health and safety

You	To meet this standard, you can:	How would you rate your current ability?
13.1 Understand their own responsibilities, and the responsibilities of others, relating to health and safety in the work setting	13.1a Identify legislation relating to general health and safety in a health or social care work setting	Good Adequate Needs refresh New to me
	13.1b Describe the main points of the health and safety policies and procedures agreed with the employer	Good Adequate Needs refresh New to me
	13.1c Outline the main health and safety responsibilities of: <ul style="list-style-type: none"> • self • the employer or manager • others in the work setting 	Good Adequate Needs refresh New to me
	13.1d List tasks relating to health and safety that should not be carried out without special training	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	13.1e Explain how to access additional support and information relating to health and safety	Good Adequate Needs refresh New to me	Intro
13.2 Understand risk assessment	13.2a Explain why it is important to assess the health and safety risks posed by particular work settings, situations or activities	Good Adequate Needs refresh New to me	Standard 1
	13.2b Describe how and when to report health and safety risks that they have identified	Good Adequate Needs refresh New to me	Standard 2
13.3 Move and assist safely	13.3a Identify key pieces of legislation that relate to moving and assisting	Good Adequate Needs refresh New to me	Standard 3
	13.3b List tasks relating to moving and assisting that they are not allowed to carry out until they are competent	Good Adequate Needs refresh New to me	Standard 4
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You	To meet this standard, you can:	How would you rate your current ability?	Contents
	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	Good Adequate Needs refresh New to me	Intro
13.4 Understand procedures for responding to accidents and sudden illness	13.4a List the different types of accidents and sudden illness that may occur in the course of their work	Good Adequate Needs refresh New to me	Standard 1
	13.4b Describe the procedures to be followed if an accident or sudden illness should occur	Good Adequate Needs refresh New to me	Standard 2
	13.4c List the emergency first aid actions they are and are <u>not</u> allowed to carry out	Good Adequate Needs refresh New to me	Standard 3
13.5 Understand medication and healthcare tasks	13.5a Describe the agreed ways of working in relation to medication	Good Adequate Needs refresh New to me	Standard 4
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You	To meet this standard, you can:	How would you rate your current ability?
	13.5b Describe the agreed ways of working in relation to healthcare tasks	Good Adequate Needs refresh New to me
	13.5c List the tasks relating to medication and health care procedures that they are <u>not</u> allowed to carry out until they are competent	Good Adequate Needs refresh New to me
13.6 Handle hazardous substances	13.6a Describe the hazardous substances in their workplace	Good Adequate Needs refresh New to me
	13.6b Demonstrate safe practices for storing, using and disposing of hazardous substances	Good Adequate Needs refresh New to me
13.7 Promote fire safety	13.7a Explain how to prevent fires from starting or spreading	Good Adequate Needs refresh New to me
	13.7b Describe what to do in the event of a fire	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?	Contents
13.8 Work securely	13.8a Describe the measures that are designed to protect their own security at work , and the security of those they support	Good Adequate Needs refresh New to me	Intro
	13.8b Explain the agreed ways of working for checking the identity of anyone requesting access to premises or information	Good Adequate Needs refresh New to me	Standard 1
13.9 Manage mental health and personal wellbeing	13.9a Describe common factors that can affect the mental health and wellbeing of themselves and others	Good Adequate Needs refresh New to me	Standard 2
	13.9b Identify circumstances that tend to trigger these factors in themselves and others	Good Adequate Needs refresh New to me	Standard 3
	13.9c Explain how to access and use the resources which are available to support own and others mental health and wellbeing	Good Adequate Needs refresh New to me	Standard 4
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Standard 14: Handling information

You	To meet this standard, you can:	How would you rate your current ability?
14.1 Handle information	14.1a Describe the agreed ways of working and legislation regarding accessing, recording, storing, and sharing of information	Good Adequate Needs refresh New to me
	14.1b Explain why it is important to have secure systems for accessing, recording, storing and sharing information	Good Adequate Needs refresh New to me
	14.1c Demonstrate how to keep records that are up to date, complete, accurate and legible	Good Adequate Needs refresh New to me
	14.1d Explain how, and to whom, to report if: <ul style="list-style-type: none"> • agreed ways of working and legislation have not been followed • there has been a data breach or risk to data security 	Good Adequate Needs refresh New to me

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Standard 15: Infection prevention and control

You	To meet this standard, you can:	How would you rate your current ability?
15.1 Prevent the spread of infection	15.1a Describe the causes of infection and the six links in the chain of infection	Good Adequate Needs refresh New to me
	15.1b Identify the standard infection prevention and control (IPC) precautions which must be followed to protect you and others in your workplace and where to find the most up to date information	Good Adequate Needs refresh New to me
	15.1c Explain your role in preventing infection in the area you work	Good Adequate Needs refresh New to me
	15.1d Demonstrate effective hand hygiene using appropriate products	Good Adequate Needs refresh New to me
	15.1e Explain how your own health, hygiene, vaccinations status and exposure to infection at work might pose a risk to the individuals you support and others you meet	Good Adequate Needs refresh New to me

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You	To meet this standard, you can:	How would you rate your current ability?
	15.1f Identify common types of personal protective equipment (PPE) and clothing and describe how and when to use them	Good Adequate Needs refresh New to me
	15.1g Demonstrate effective use of PPE appropriate to the care activity including putting on and taking off (donning and doffing) safely	Good Adequate Needs refresh New to me
	15.1h Describe the appropriate methods for cleaning and/or decontamination of the care environment/ equipment	Good Adequate Needs refresh New to me
	15.1i Identify the process for safe handling of blood/bodily fluids spills	Good Adequate Needs refresh New to me
	15.1j Identify the principles of safe handling and disposal of infected or soiled linen/ equipment and clinical waste	Good Adequate Needs refresh New to me

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Standard 16:

Awareness of learning disability and autism

You	To meet this standard, you can:	How would you rate your current ability?
16.1 Demonstrate awareness of learning disability and autism	<p>It is a legal requirement that all staff working in Care Quality Commission regulated services undertake training in how to interact appropriately with people with a learning disability and autistic people, at a level appropriate to their role:</p> <p>Regulation 18: Staffing - Care Quality Commission</p> <p>Information for providers on how the training should be undertaken can be found at:</p> <p>NHS England</p> <p>or</p> <p>Skills for Care</p>	<p>Good Adequate</p> <p>Needs refresh New to me</p>

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Glossary of terms

Abuse: abuse may be physical, domestic violence or abuse, sexual, psychological or emotional, financial or material, modern slavery, discriminatory, organisational or institutional, neglect or acts of omission and self-neglect.

Active participation: active participation is a way of working that recognises an individual's right to participate in the activities and relationships of everyday life as independently as possible. The individual is regarded as an active partner in their own care or support, rather than as a passive recipient. Ways to support active participation may include assistive technology, for example use of technology or other devices.

Advance decisions: an advance decision is a decision an individual can make to refuse a specific type of treatment at some time in the future. This is not the same as an advanced statement.

Advance statements: an advance statement is a written statement that sets down the individual's preferences, wishes, beliefs and values regarding their future care.

Advice and support: advice and support can come from within or outside of your organisation and may include raising any concerns you may have through the most appropriate channels.

Agreed ways of working: this refers to employers policies, procedures and expected practices. They include those less formally documented by individual employers and the self-employed or formal policies.

Assistive technologies: technologies which support, assist, and enable the individual to communicate using alternative means and could include a range of software such as: light writers, eye gaze devices, voice recognition, speech synthesizers, symbol making

software. Other technologies which could also support the individual and others could be considered here, for example alerting devices, virtual assistants, sensors, hearing loops and artificial intelligence.

At work: the definition of "at work" may include within the home of the individual you are supporting.

Barriers: these can include barriers of culture, gender, religion, language, literacy, health issues, disability, sensory or physical impairment.

Best interest decision: a best interests decision is a decision made by applying the best interest principle, as set out in The Mental Capacity Act 2005. A best interests decision is a decision made for and on behalf of a person who lacks capacity to make their own decision.

Care and support: care and support enables people to do the everyday things like getting out of bed, dressed and into work; cooking meals; seeing friends; caring for our families; and being part of our communities. It might include emotional support at a time of difficulty or stress, or helping people who are caring for a family member or friend. It can mean support from community groups or networks: for example, giving others a lift to a social event. It might also include state-funded support, such as information and advice, support for carers, housing support, disability benefits and adult social care. This will be in line with the individuals plan of care, needs, wishes and preferences.

Carers: those who provide unpaid care.

Clinical waste: this includes "sharps," such as needles, bodily fluids, used continence products, PPE and dressings.

Communication: this includes using verbal and non-verbal communication such as signs, symbols, pictures, writing, objects

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of reference, human and technical aids, eye contact, body language and touch. Communication may take place using a variety of methods including verbal e.g. face to face, by telephone, written e.g., reports, records, by letter, and by using digital and virtual communication systems and platforms e.g. electronic care records systems, care monitoring systems via a computer, laptop, tablet or phone.

Communication aids: aids which can support individuals to communicate in a way they understand. This could include but is not limited to signs, symbols and pictures, objects of reference, communication boards, makaton, British Sign Language, hearing aids, glasses, and braille.

Connections: could include family, friends, loved ones and the individuals community.

Continuing professional development: this is the way in which you can continue to learn and develop throughout your career, helping to keep your skills and knowledge up to date and ensuring you can work safely and effectively.

Culturally appropriate care: being sensitive to people's cultural identity or heritage. It means being alert and responsive to beliefs or conventions that might be determined by cultural heritage. It can cover a range of things e.g., ethnicity, nationality, religion or it might be to do with the individual's sexuality or gender.

Data breach: this is the accidental or unlawful destruction, loss, alternation, unauthorised disclosure of, or access to, personal or secure data.

Data security: protecting the data, computers and network used by the organisation.

Decontamination: this includes the processes used after cleaning to disinfect and sterilise environments and equipment.

Dilemma: a difficult situation or problem.

Digital skills: the skills and knowledge

needed to undertake everyday digital activities relevant to your job role. This can include finding and managing digital information, sharing data digitally, using digital technology and making use of eLearning. It may involve using a computer, laptop, tablet or phone. This can also include using and supporting individuals with assistive technology and digital communication tools.

Digital communication skills: could include use of virtual communications platforms e.g., a PC, tablet, telephone/text, smart phone/watch and encompass a range of technical platforms such as using online services, monitoring platforms, forums, video calling, email, social media and chatbots.

Diversity: recognising, respecting and valuing differences in everyone.

Duty of candour: the responsibility all workers have, to be open and honest with individuals accessing health and care services, whether or not something has gone wrong.

Duty of care: your duty of care means that you must aim to provide high quality care to the best of your ability and say if there are any reasons why you may be unable to do so.

Equality: being equal in status, rights, and opportunities.

Functional level: the essential elements of literacy, numeracy, communication and digital skills you need to perform your work confidently and effectively.

Handling comments and complaints: this includes recording them.

Hand hygiene: refers to following recommended hand-washing techniques and the use of appropriate sanitiser.

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Harm: refers to any negative impact on an individual's physical, mental, emotional, or social wellbeing.

Healthcare tasks: these include any clinical procedures, including those delegated to you and carried out as part of a care or support plan for example those relating to stoma care, catheter or injections.

Health and safety: this could be in relation to the safety of yourself, your colleagues or the people you support.

Human rights: are moral principles or norms for certain standards of human behaviour and are regularly protected in law within The Human Rights Act 1998.

Inclusion: ensuring that all people are included, respected and appreciated as part of society.

Individual(s): this refers to any adult accessing care or support; it will usually mean the person or people supported by the worker.

Key people: the people who are important to an individual and who can make a difference to his or her wellbeing. Key people may include loved ones, family, friends, carers and others with whom the individual has a supportive relationship.

Legal definition: according to The Care Act 2014.

Legislation: important legislation, which relates to topic content e.g., The Equality Act, The Human Rights Act, The Data Protection Act, and The Mental Capacity Act.

Meant by the term dementia: this should include key facts, causes and the different types of dementia, also that dementia will be different for every person.

Moving and assisting: this is often referred to as "moving and handling" in health and "moving and positioning" in social care.

Needs: assessed needs can include a variety of physical, mental health, emotional, social, spiritual, communication, learning, support or care needs.

Neglect: is a type of abuse by omission, it involves the failure to meet a person's needs, placing their health, safety, or wellbeing at risk.

Others: for example, your own colleagues and other professionals across health and social care.

Personal development plan: yours may have a different name, but it will record information such as personal and professional learning and development activities and timescales for achieving them.

Personal protective equipment (PPE) and clothing: includes the different equipment available and used in the setting and where appropriate this may include reference to uniform.

Person-centred values and care: these include individuality, independence, privacy, partnership, choice, dignity, respect and rights and approaches to seeing the whole person.

Precautions: these relate to the health or care environment, the service type and current organisational, national, and or local policy/procedure and guidance.

Protected characteristics: as defined by The Equality Act 2010.

Reasonable adjustments: steps, adaptations and changes which can be made to meet the needs and preference of an individual.

Records: includes written and electronic.

Reflecting: this is the process of thinking about every aspect of your work, including identifying how and where it could be improved.

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Relationships: the range of relationships important to individuals you are supporting, this includes beyond immediate family and next of kin.

Report(ing): in line with agreed ways of working and may include verbal, written and electronic methods. This also includes the recording of adverse events, incidents, confrontations, errors and issues.

Restrictive practices: restrictive practice or 'restrictive interventions' are defined as: "Interventions that restrict an individual's movement, liberty and/or freedom to act independently in order to:

- take immediate control of a dangerous situation
- end or reduce significantly the danger to the person or others
- contain or limit the patient's freedom for no longer than is necessary."

Positive and proactive care: reducing the need for restrictive interventions (DH 2014).

Risk averse: balancing safety measures with the benefits individuals can gain from accessing and using technology, such as on-line systems, and the individuals rights to make informed decisions.

Secure systems: this includes both manual and electronic systems.

Services: services may include translation, interpreting, occupational and speech and language therapy and advocacy services.

Sources of support: these may include formal or informal support, supervision and appraisal.

Standards: these may include codes of conduct and practice, quality standards, regulations, where appropriate registration requirements for role and national occupational standards.

Types of mental health conditions: psychosis, depression and anxiety should be covered as a minimum.

Wellbeing: considers health, happiness and comfort. It may include aspects of social, emotional, cultural, mental, intellectual, economic, physical and spiritual wellbeing.

Work: may include one specific location or a range of locations depending on your role and should encompass everyone you communicate with, not limited to; individuals, peers, team members, managers, friends, family and loved ones of the individual and paid workers and volunteers from other organisations and teams.

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