Care Certificate

Everyone who works in health and social care must know how to keep service users safe and ensure their needs are met. This means working in a person-centred way, treating everyone with compassion, dignity and respect and being able to offer high-quality care that caters to individual needs. Individuals working in health and social care must also be confident enough to speak out when these needs are not being met by others.

The Care Certificate consists of an agreed set of 16 standards. These standards are a recommended tool used to support the minimum training, supervision and assessment that staff new to health and social care should receive as part of their induction. Meeting the learning outcomes of each standard ensures the basis for providing high-quality, competent care.

This online course provides the theoretical knowledge required to complete the Care Certificate and outlines the skills that must be demonstrated when being assessed for it. Please note that completing this course alone does not mean the Care Certificate has been fully completed, as it also requires a practical assessment in the workplace by a suitable assessor.

Introduction: The Care Certificate and Your Learning Portfolio

This module introduces the Care Certificate, explains how it is assessed and outlines the regulation of the health and social care sector. It also includes a link to the learning portfolio and explains how to download and complete it throughout the training.

• The Care Certificate
• The importance of the Care Certificate
• Background to the Care Certificate
• Achieving the Care Certificate
• The Care Quality Commission (CQC)
• Your learning portfolio

Standard 1: Understand Your Role

This module outlines the roles and responsibilities associated with jobs in health and social care, as well as the requirement to work in accordance with relevant codes of conduct or practice. It highlights the importance of working in agreed ways, taking accountability, forming positive relationships and seeking opportunities for career development.

• Understanding your role
• Working in ways agreed with your employer
• Working relationships in health and social care
• Working in partnership with others

Standard 2: Your Personal Development

This module focuses on the importance of personal development in health and social care. It covers how to create a personal development plan (PDP), where to seek support, and ways to measure skills against the relevant standards. It also outlines how to reflect on personal skills and practice to identify strengths, areas for development and how to respond to feedback.

• The importance of CPD
• Sources of information
• Feedback
• Making a PDP
• Functional skills
• Developing skills, knowledge and understanding
• Measuring yourself against relevant standards
• How to record your progress

Standard 3: Duty of Care

This module explains the 'duty of care' and 'duty of candour'. It also examines how to respond in various situations that may arise, and outlines how to support service users' independence and decision-making.

• Duty of care
• Supporting independence and decision-making
• Dilemmas
• Duty of candour
• Adverse events, errors, incidents and near misses
• Legislation
• Conflicts and difficult situations
• Complaints and comments

Standard 4: Equality, Diversity, Inclusion and Human Rights

This module explains the responsibilities of health and social care workers regarding equality, diversity, inclusion and human rights. It covers the Equality Act 2010 and the nine protected characteristics, as well as strategies to promote inclusivity for all individuals in the workplace.

• Equality
• Diversity
• Inclusion
• Human rights
• Bias
• Discrimination
• Reducing the likelihood of discrimination
• Working in an inclusive way
• Accessing information, advice and support

Standard 5: Work in a Person-Centred Way

This module explains how to deliver person-centred care at all times and covers the Six Cs. It defines 'mental capacity' and outlines how to support individuals to promote future wellbeing, minimise discomfort and distress and maintain identity and self-esteem.

• The Six Cs
• Person-centred values
• Person-centred working
• Individual needs
• Supporting individuals for future wellbeing
• The Mental Capacity Act
• Assumption of capacity
• Deprivation of Liberty Safeguards
• Minimising pain, discomfort and emotional distress
• Maintaining identity, self-esteem and wellbeing

Standard 6: Communication

This module addresses the importance of communication in health and social care. It covers ways to discover and establish service users' communication needs and how to reduce any barriers to communication. It also explains circumstances in which confidentiality can be overridden.

• Understanding the importance of effective communication at work
• Meeting communication and language needs
• How to promote effective communication
• Principles and practices relating to confidentiality
• Using appropriate verbal and non-verbal communication

Standard 7: Privacy and Dignity

This module explains the importance of privacy and dignity and how to uphold these person-centred values at all times. It outlines how to support a service user's right to make choices and actively participate in their care.

• Understanding the principles that underpin privacy and dignity in care
• Maintaining the privacy and dignity of the service users in your care
• Supporting an individual's right to make choices
• Supporting individuals in making choices about their care
• Understanding how to support active participation
• Supporting the individual in active participation in their own care

Standard 8: Fluids and Nutrition

This module explains the importance of ensuring service users receive adequate nourishment and fluids. It covers how to handle and prepare food safely, how to prevent contamination and illness and the principles of eating well. This module also includes considerations for oral health.

• The importance of nutrition and hydration
• Eating well
• Effects of poor nutrition
• Effects of poor hydration
• Promoting good nutrition and hydration
• Oral health considerations
• Food safety
• Contamination
• Allergens
• Susceptibility
• Safe food practices

Standard 9: Awareness of Mental Health and Dementia

This module provides an awareness of mental health conditions and dementia, the signs and importance of early detection, the needs of people who have them and how to ensure both care and support are adapted for individuals with these conditions.

• What is mental health?
• Mental health conditions
• Dementia
• The needs of people with mental health conditions or dementia
• Promoting positive health and wellbeing
• Care delivery adjustments
• The importance of early detection
• Early signs of dementia
• Early indicators of mental health deterioration
• Signposting to services and support
• Legislation and policies

Standard 10: Adult Safeguarding

This module explores the duty to safeguard adults. It covers the ten types of abuse listed in the Care Act 2014 and how to recognise them, what to do if you suspect, or someone discloses, abuse or neglect and the role that other agencies play in safeguarding adults.

• Legislation
• Defining safeguarding
• Who is considered an adult at risk?
• Types of abuse and neglect
• Exploitation
• Cuckooing
• Radicalisation
• Online safety and harms
• Safeguarding from abuse and neglect
• Preventing abuse
• Culture of dignity and respect
• Dignity and rights
• Restrictive practices
• Safeguarding concerns and disclosures
• Complaints and concerns
• Responding to abuse and neglect
• Safeguarding adults reviews (SARs)
• Information sharing and confidentiality

Standard 11: Safeguarding Children

This module explores the duty to safeguard children. It covers the types of abuse children may be exposed to and how to react if abuse is suspected, found to be taking place or directly disclosed.

• Recognising potential abuse
• Neglect and domestic abuse
• So-called honour-based abuse
• Sexual abuse and exploitation
• Child trafficking and modern slavery
• Psychological and physical abuse
• Online abuse
• Grooming
• Radicalisation and extremism
• Bullying
• Parental ill health
• Parental substance misuse
• Legislation and rights
• Reacting to concerns
• Why children don't disclose information
• Responding to concerns

Standard 12: Basic Life Support

This module provides an awareness of basic life support and explains practical, competency-based training that meets the guidelines of the UK Resuscitation Council. It explains the primary survey, how to help adults, children and infants who are choking, the recovery position, CPR and how to use an automated external defibrillator (AED).

• What is basic life support?
• The primary survey (DR ABCDE)
• The recovery position - adults, children and infants
• Administering hands-only CPR and CPR with rescue breaths to adults
• Administering CPR to children and infants
• Using AEDs
• Mild and severe choking - adults, children and infants
• Basic life support during an infection risk
• Confidentiality, recordkeeping and refresher training

Standard 13: Health and Safety

This module covers the different elements of health and safety relevant to jobs in health and social care. It covers key elements such as risk assessment, procedures relating to medication and hazardous substances, fire safety and moving and assisting people and objects. It also explains security considerations and how to manage mental health and personal wellbeing.

• Health and safety legislation
• Health and safety responsibilities
• Accidents and illnesses
• Training
• Risk assessment
• Moving and assisting people and objects
• Medication and healthcare tasks
• Hazardous substances
• Fire safety
• Security at work
• Factors affecting mental health and wellbeing
• Managing mental health and personal wellbeing
• Signposting to services and support

Standard 14: Handling Information

This module explains the importance of safeguarding the personal information of service users and colleagues. It outlines the different types of data, information handling and record keeping. It also examines data breaches and risks to data security.

• What is data protection?
• Why is data protection important?
• Types of data
• Handling information
• Key definitions
• Legislation
• Agreed ways of working
• Keeping good records
• Whistleblowing
• Data breaches and risks to data security

Standard 15: Infection Prevention and Control

This module explains the causes of infection, including the six links in the chain of infection. It outlines how to maintain personal hygiene, use personal protective equipment (PPE) correctly and clean and decontaminate the care environment and equipment.

• Pathogens
• The chain of infection
• Your responsibilities
• Hand hygiene
• Safe use of PPE
• Correct donning and doffing of PPE
• Cleaning and decontamination of the care environment and equipment
• Safe handling of blood/body fluid spills
• Safe handling of waste
• Safe handling of soiled linen
• Safe disposal of sharps

Standard 16: Awareness of Learning Disability and Autism

This module provides an overview of different types of disabilities. It also describes autism and explains how to adjust communication and care delivery to promote the wellbeing of service users at all times. It also covers disability and discrimination.

• Identity or person-first language
• What is a disability?
• Types of disabilities
• What is autism?
• Describing autism
• Communication and language
• The Autism Strategy: 2021-2026
• Right support, right care, right culture
• Promoting positive health and wellbeing
• Discrimination and unlawful behaviours
• Disability and discrimination
• Failure to make reasonable adjustments
• Care delivery adjustments

Aims of the training

By the end of this course, learners will:

- Know what the Care Certificate is and how it is assessed.
- Understand their role in their health or social care setting, how to work with others and how to work in ways agreed with their employer.
- Know how to create and agree on a personal development plan (PDP), and the benefits of doing so.
- Understand their duty of care and duty of candour, and how to respond to dilemmas, complaints, incidents, errors, near misses, confrontations and difficult situations that arise.
- Know what is meant by diversity, equality, inclusion and human rights and how to ensure they are working in an inclusive way for everyone.
- Understand the person-centred values and how to work in a person-centred way to support every service user.
- Understand what is meant by mental capacity and how it must be taken into account when supporting service users.
- Understand the importance of effective communication and how to meet the specific language and communication needs, wishes and preferences of every service user.
- Be able to explain the principles of privacy and dignity in care, including how to maintain a service user's dignity and encourage active participation in their care.
- Be aware of the principles of hydration, nutrition and food safety, and ensure that service users have access to food and fluids in accordance with their care plan.
- Have an awareness of mental health and dementia, and how to make adjustments for service users with these conditions.
- Know what constitutes abuse and how to safeguard adults, including how to reduce the likelihood of abuse and respond to any concerns or disclosures.
- Know how to safeguard children and how this responsibility relates to health and social care.
- Understand how basic life support is carried out and how it differs for adults, children and infants.
- Understand responsibilities for health and safety in their workplace, including for moving and assisting service users, medication and healthcare, hazardous substances, fire safety, working securely, managing stress, risk assessments, and how to respond to accidents and ill health.
- Know their responsibilities for recording, storing and sharing information, how to keep records up to date and accurate and the requirement for secure handling of information and reporting poor practice.
- Understand their responsibilities for infection prevention and control, including the importance of personal protective equipment (PPE) and how and when to use it.
- Have an awareness of learning disability and autism, and how their care and support should be adapted when supporting service users with these needs.