

Apprenticeship standards for Adult Care

Occupation: Adult Care Worker

Role Profile (what the successful candidate should be able to do at the end of the Apprenticeship)

To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. Adult Care Workers need to have the right values and behaviours developing competences and skills to provide high quality compassionate care and support. They are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person centred care. Job roles are varied and determined by and relevant to the type of the service being provided and the person supported. Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings. This standard covers both Adult Care Workers and Personal Assistants. Personal assistants do the same job as an Adult Care Worker and work directly for one individual usually within their own home. Working with people, feeling passionate about supporting and enabling them to live a more independent and fulfilling life is a rewarding and worthwhile job that provides excellent career opportunities.

These are the personal attributes and behaviours expected of all Adult Care Workers carrying out their roles

- Care – is caring consistently and enough about individuals to make a positive difference to their lives
- Compassion – is delivering care and support with kindness, consideration, dignity and respect
- Courage – is doing the right thing for people and speaking up if the individual they support is at risk
- Communication – good communication is central to successful caring relationships and effective team working
- Competence – is applying knowledge and skills to provide high quality care and support
- Commitment – to improving the experience of people who need care and support ensuring it is person centred

Duration: 12-18 months

Level 2

An Adult Care Worker must be able to:

A: The main tasks and responsibilities according to their job role

1. Support individuals they are working with according to their personal care/support plan
2. Ask for help from an appropriate person when not confident or skilled in any aspect of their role
3. Provide individuals with information to enable them to have choice about the way they are supported
4. Encourage individuals to participate in the way their care and support is delivered
5. Ensure the individual knows what they are agreeing to regarding the way in which they are supported
6. Contribute to the on-going development of care/support plans for the individual they support
7. Support individuals with cognitive, physical or sensory impairments

B. Treating people with respect and dignity and honouring their human rights

8. Ensure dignity is at the centre of all work with the individuals they support, their families, carers and advocates
9. Demonstrate all work is person centred, accommodating the individual's needs, wishes and preferences
10. Demonstrate empathy (understanding and compassion) for individuals they support
11. Demonstrate courage in supporting people in ways that may challenge their personal/cultural beliefs

C. Communicating clearly and responsibly

12. Speak clearly and exhibit positive non-verbal communication to individuals, families, carers and advocates
13. Use the preferred methods of communication of the individual they support according to their language, culture, sensory needs and their wishes
14. Identify and take steps to reduce environmental barriers to communication
15. Demonstrate they can check for understanding
16. Write clearly and concisely in records and reports
17. Keep information safe and confidential according to agreed ways of working

D. Supporting individuals to remain safe from harm (Safeguarding)

18. Recognise potential signs of different forms of abuse
19. Respond to concerns of abuse according to agreed ways of working
20. Recognise, report and challenge unsafe practices

E. Championing health and wellbeing for the individuals they support and for work colleagues

21. Promote the health and wellbeing of the individual they support
22. Move people and objects safely
23. Demonstrate how to reduce the spread of infection, including use of best practice in hand hygiene
24. Demonstrate the promotion of healthy eating and wellbeing by ensuring individuals have access to fluids, food and nutrition
25. Demonstrate how to keep people, buildings and themselves safe and secure
26. Carry out fire safety procedures when required
27. Use risk assessments to support individuals safely
28. Recognise symptoms of cognitive impairment, e.g. Dementia, learning disabilities and mental health
29. Monitor and report changes in health and wellbeing for individuals they support

F. Working professionally and seeking to develop their own professional development

30. Reflect on own work practices
31. Demonstrate the development of their own skills and knowledge, including core skills in writing, numbers and information technology
32. Demonstrate their contribution to their development plan
33. Demonstrate ability to work in partnership with others to support the individual
34. Identify sources of support when conflicts arise with other people or organisations
35. Demonstrate they can work within safe, clear professional boundaries
36. Show they can access and apply additional skills required to perform the specific job role competently

Qualifications: Level 2 Diploma in Health and Social Care (Adults) for England (QCF). This qualification, promoted and valued by employers, is achieved by a combination of direct teaching and self-directed learning.

Progression: This apprenticeship provides an ideal entry into the occupation and supports progression within the sector.

Industry-specific requirements

1. Undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.
2. The *Care Certificate* must be achieved as part of the Apprenticeship Standard.