

Care Certificate update

Introduction

Following the Francis Inquiry, Camilla Cavendish was asked by the Secretary of State to review and make recommendations on the recruitment, learning and development, management and support of healthcare assistants and social care support workers.

The resulting report, published in July 2013, found that the preparation of support workers in health and social care for their roles within care settings was inconsistent, and one of the recommendations was the development of a fundamental certificate of care – the Care Certificate. The Review recommended that the Certificate should:

- Be applicable across health and social care
- Be portable between roles, and transferable between employers,
- Build upon the existing and tested Common Induction Standards (CIS) and National Minimum Training Standards (NMTS)
- Encourage quality and consistency of delivery by being prescriptive about observation and assessment in the work place
- Works with, and as part of, existing qualifications
- Equip people with the skills and knowledge to be able to provide quality care, and test their capacity to be caring

The government asked that the Certificate be introduced across health and social care from 1 April 2015.

Developing and testing the Care Certificate

Health Education England, Skills for Care, and Skills for Health, worked together to develop draft Care Certificate standards (of which there are 15, see over) which were field tested between spring and autumn 2014 with a range of employers across health and social care to ascertain whether the content and delivery was effective and fit for purpose. A wide range of employers and staff were engaged with the testing of the Care Certificate, the majority concluding that no radical revisions were necessary. The partners engaged in a number of ways – LETBs were involved in engaging across health and social care in their areas:

- A formal pilot included 29 organisations across health and social care – this evaluation was undertaken by a third party provider, Ekosgen
- Over 85 further employers have tested the Certificate with over 1,000 appropriate staff
- 80 individuals/organisations responded via email
- 100 responses were made to the Skills for Care online survey

Following field testing and evaluation, the partners made a number of recommendations which were agreed by the Department of Health's Governance Assurance Board (GAB – the body that oversees the implementation of the Cavendish recommendations). These included:

- The 15 standards should remain, subject to some amendments
- Individuals will need to complete all 15 standards to be awarded the Care Certificate
- The Care Certificate should be prioritised by employers for “new staff, new to care”
- Twelve weeks will remain as the guidance timeframe for a full-time individual to complete the Care Certificate
- The minimum level for quality assurance of the Care Certificate, and the certification itself, will be the responsibility of employers
- Workshops for employers, and a suite of materials freely available to download, will be made available to support them in implementing the Care Certificate

The 15 Care Certificate standards

1. Understand your role
2. Your personal development
3. Duty of care
4. Equality and diversity
5. Work in a person centred way
6. Communication
7. Privacy and dignity
8. Fluids and nutrition
9. Awareness of mental health, dementia and learning disability
10. Safeguarding adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling information
15. Infection prevention and control

Care Certificate implementation materials

Following GAB approval, the partners further developed and finalised the Care Certificate documentation which was published on the three partner websites at the end of January.

These materials are:

- **The Care Certificate Standards** document which sets out the 15 standards and what learners need to demonstrate for each before being awarded the Care Certificate.
- **The Care Certificate Guidance** document explains how the Certificate should be implemented, delivered and assessed by employers.
- **The Care Certificate Framework** is a document for assessors. It ensures the approach used to deliver the learning required meets the outcomes of the Care Certificate Framework as well as ensuring that there is a record of the assessment decisions that is auditable.
- **The Care Certificate Standards Self-Assessment Tool** may be used by employers to assess an whether a new employee has met part of, some, or all the Care Certificate standards prior to

them commencing their induction. Induction can then be tailored, based on the workers self- assessment.

- **The Care Certificate Mapping** document sets out how the Care Certificate maps across to other resources that are used within the health and social care sectors. It is a reference document for use by those who may need to make links between the different resources.
- **The Care Certificate Template** is a certificate that employers can use to issue to staff who complete the Certificate.
- In addition to the above, a workbook is being developed (commissioned from a third party provider) which can be used by employers with no existing materials. It covers all the standards and includes learning materials etc and examples of how standards can be assessed in different settings.
- LETBs are also producing materials which compliment/supplement the above, including implementation guidance for GP practices (lead by HE NWL) and how to record the Care Certificate on ESR (lead by HE NW).

A logo for the Care Certificate has been developed which will be used on all materials to give them 'recognition' and to circumnavigate issues around which organisation logos should be used in which situations.



National and regional events

On Tuesday 17 February, over 500 health and social care employers from across England will be attending the national Care Certificate learning event at the Grand Connaught Rooms in Covent Garden, London. All LETBs and their pilot employers are represented in the 'learning zone', and will be sharing their learning from the piloting of the Care Certificate with other employers. There will also be five expert sessions running three times during the day:

- Resources for the Care Certificate
- Implementation for small and medium employers
- Assessment
- CQC expectations
- Talent for Care

In addition, each LETB is arranging its own regional event, taking place in March and utilising the learning materials developed from the national event.

The materials and the events should provide employers with all they need in order to implement and deliver the Care Certificate from the official launch date of 1 April.

Simon Young
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