



How to use 'A Question of Care: A career for you' as part of your recruitment process

'A Question of Care: A career for you' is an online, interactive video challenge based on real life scenarios from the social care sector. At the end of the challenge it provides a detailed personal profile that tells people whether they have what it takes to work in social care.

It can be accessed online www.aquestionofcare.org.uk

How can I use A Question of Care in the recruitment process?

Candidates are asked how they would respond to some everyday scenarios, and are given a personal profile at the end of the challenge based on their answers. This personal profile maps their answers to some key values needed to work in social care, so will give some insight into how the candidate thinks and acts, and could be a great indicator of their values.

The profile report shouldn't be used by employers in isolation to make decisions about whether or not an applicant is suitable for the role. However, it could form part of the interview process to assess whether candidates have the right values to work in social care.

For example, you might ask candidates to complete the challenge as part of the application process by submitting their personal profile report with their application form, or it could be completed as part of a wider assessment process.

Where candidates have selected incorrect or negative responses, you have the opportunity to probe further by asking questions at interview. It could be that they misunderstood a question or you might feel they could perform the role successfully with training and support.


The report can also provide a useful resource for candidates themselves. They can use it to help them decide whether they have the right values for care, and could use it to support of future job applications or alongside their CV.

What does A Question of Care look like?


When a candidate starts the challenge, you can pick from three different social care settings. Candidates must answer questions from two of the three settings to complete the challenge. Each setting has four scenarios and there are three questions to answer for each scenario.

Meet Ahmed, Jean and Lloyd


OK, now you're ready to get started! Ahmed, Jean and Lloyd work in different care and support settings. You need to complete the challenge for TWO out of the three to get your personal profile at the end. Which two are you most interested in? Choose who you want to watch first by clicking on their photo:



Hi, I'm Ahmed
I work in a nursery with children.



Hi, I'm Jean
I work in a residential care service with older people.



Hi, I'm Lloyd
I work in a supported living service with people who have learning disabilities.


The candidate will then watch a short video of the worker talking about what they do in their role and why they enjoy it. You can also read a transcript of the video.

Residential Care - Introduction

Jean

OK, let's find out a bit more about Jean before you try out the video situations and questions.

[BACK](#)




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[View Video](#) [View Transcript](#)

The candidate will then be given a scenario that the worker might face in their role. This can be viewed as a video or transcript.

Residential Care - Situation 1 of 4

Jean has just arrived to start work on the morning shift. She is having a 'handover meeting' with Maggie, another team member, who has been on the previous night's shift. During this discussion, Maggie mentions Bill. Bill moved into the care home a fortnight ago, and Jean has been spending a lot of time with him. He has dementia and he rarely speaks. Play the video to watch part of this discussion.



View Video View Transcript

There will then be a series of multiple-choice questions for the candidate to answer about each scenario.

Residential Care - Situation 1 of 4

Q1. What do you think would be a good way for Jean to respond to what she's been told?

- Jean should talk to Bill again and to his family to try to understand why he wants to go out at that time in the morning.
- Jean should leave it to someone else to try to work out why Bill is doing this, as she has already tried talking to him.
- Jean should leave things as they are. There is probably no particular reason for Bill trying to go outside.
- Jean should talk to other staff to see if they have any ideas about why Bill might be doing this.

BACK

The candidate will get immediate feedback on their answer before progressing to the next question.

Residential Care - Situation 1 of 4

Q1. What do you think would be a good way for Jean to respond to what she's been told?

Jean should talk to Bill again and to his family to try to understand why he wants to go out at that time in the morning.

Good choice! You're right; the best response here is to talk to Bills family as well as to Bill, to see if they can help explain why he wants to go out of the care home in the morning. Working with residents' families is important to ensure residents get support that meets their individual needs.

Jean should leave it to someone else to try to work out why Bill is doing this, as she has already tried talking to him.

Jean should leave things as they are. There is probably no particular reason for Bill trying to go outside.


Jean should talk to other staff to see if they have any ideas about why Bill might be doing this.


BACK NEXT


Once the candidate has completed the questions for two of the care settings, they will have the opportunity to view their feedback.

Meet Ahmed, Jean and Lloyd

Well done! You've completed the challenge so now you can view your personal profile and overall feedback.

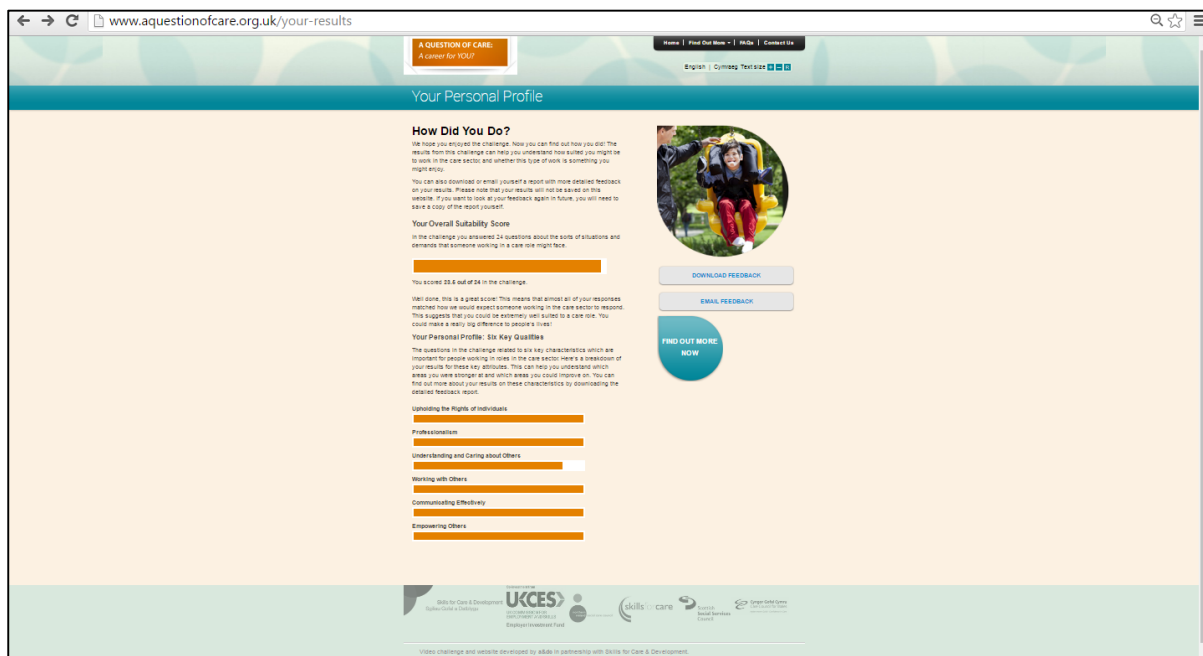

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VIEW YOUR FEEDBACK

They will receive a score based on the questions they answered, and will also be able to see how they scored based on key values and behaviours needed to work in social care, including professionalism, empowering others and communicating effectively.



You can download or email this feedback and use alongside interview notes when assessing a candidate's suitability for the role.

Here is an example of a feedback report from a candidate who is well suited to a role in social care.



Positive feedback report.pdf

Here is an example of a feedback from a candidate who needs further learning and development to have the right values, behaviours and attitudes to work in social care. It includes tips and guidance about what they could have done better.



Negative feedback report.pdf