

Care Certificate assessment opportunity 3

Assisting with dressing

This will involve the new care worker:

- Going to client's room
- Helping client choose her outfit
- Assisting client with dressing
- Completing case notes

Description of assessment activity

X lives in a care home. **X** has arthritis in hands and arms so finds holding items or using fingers very painful and often not possible. The new care worker, is going to support **X** to get dressed in the morning. The new care worker and **X** have spent a lot of time together over the last few weeks and **X** has been supported to get dressed numerous times.

An experienced Care Worker and will be assessing the new care worker's competence against Care Certificate Standards.

X has granted permission beforehand for the assessment to be observed.

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| Standard 1: Understand your role - Care Certificate Standards that could be demonstrated: |
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| 1.1c Demonstrate that they are working in accordance with the agreed ways of working with their employer |
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| Standard 3: Duty of Care - Care Certificate Standards that could be demonstrated: |
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| 3.3a Demonstrate how to respond to comments and complaints in line with legislation and agreed ways of working |
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Standard 5: Work in a person centred way - Care Certificate Standards that could be demonstrated

5.5a Ensure that where individuals have restricted movement or mobility that they are comfortable

5.5c Take appropriate action where there is pain or discomfort. This could include:

- Re-positioning
- Reporting to a more senior member of staff
- Giving prescribed pain relief medication
- Ensure equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes

5.6c Support and encourage individuals own sense of identity and self-esteem

5.7a Demonstrate that their actions promote person centred values including:

- Individuality
- Independence
- Privacy
- Partnership
- Choice
- Dignity
- Respect

Standard 6: Communication - Care Certificate Standards that could be demonstrated:

6.5a Demonstrate the use appropriate verbal and non-verbal communication:

Verbal:

- Tone
- Volume

Non-verbal:

- Position/ proximity
- Eye contact
- Body language
- Touch
- Signs
- Symbols and pictures
- Writing
- Objects of reference
- Human and technical aids

Communication may take place:

- Face to face
- By telephone or text
- By email, internet or social networks
- By written reports or letters

Standard 7: Privacy and Dignity - Care Certificate Standards that could be demonstrated

7.2b Demonstrate that the privacy and dignity of the individual is maintained at all times being in line with the person's individual needs and preferences when providing personal care. This could include:

- 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
- The individual is positioned appropriately and the individual is not exposing any part of their body they would not want others to be able to see

7.4a Demonstrate how to support individuals to make informed choices

7.6b Reflect on how their own personal views could restrict the individual's ability to actively participate in their care

Standard 14: Handling Information - Care Certificate Standards that could be demonstrated

14.1c Demonstrate how to keep records that are up to date, complete, accurate and legible

Standard 15: Infection prevention and control - Care Certificate Standards that could be demonstrated:

15.1b Demonstrate effective hand hygiene