

What type of learning would help?

Reflect on some of the day to day tasks and challenges they might face, and identify the right learning to help them develop in this area.

Time: 20 minutes

Resources: 20 incident cards, training course grid.

What core skills does this address?

- Reflecting on their own learning and development
- Self-management

What Care Certificate standards does this address?

- 2.1 Contribute to drawing up their own personal development plan
- 2.2 Develop their knowledge, skills and understanding

Introduce the activity

Explain that each incident card describes a day to day task or challenge a care worker might face, and the grid shows eight topics that might be covered in training.

Ask the group to consider each incident card and decide the training course that would be more appropriate.

Ask workers to justify their decisions during the feedback discussion.

Feedback and discussion

You could use these questions to structure the discussion:

- in which areas of your job have you grown in confidence since you started working in social care?
- what has helped you develop your confidence and skills for example, shadowing colleagues, mentoring, training courses, qualifications?
- are there times at work when you're still unsure of what would be best practice?
- which have been the most useful training courses that you have done at work and why?
- what skills and training might you need to cope with any likely changes in your job role or promotion?

First aid training	Dementia care training
Dignity in care training	Cultural awareness training

Infection control training	Medication training
Moving and handling training	Safeguarding of vulnerable adults training (SOVA)

I struggle to support residents to get in and out of the bath.	I worry about what to do if I found someone collapsed on the floor.	Mr J told me about a problem with his family. Who should I speak to?	It said MCI on her care plan. What does that mean?
Mrs S forgets the names of her family. How can I help her?	I've noticed a bruise on Mr K's arm. What should I do?	Mrs L's daughter left a box of Tesco paracetamol tablets? Was it OK for me to use them?	How often should I check the INR chart for the Warfarin dose?
How often should I wash my hands at work?	Are all Hindus strict vegetarians like Mrs M?	As Mrs S fell, I reached out to break her fall.	Why don't Sikhs allow their hair to be cut?
Whose job is it to put the battery in the hoist on charge?	Is it OK to use a teaspoon to give Mr M some Lactulose?	We all call him Charlie. It's not his real name but it's easier to say.	What's MRSA? Is it something I should know about?

Mrs D's brother asked for her bank account number?	She says doesn't want to see her family anymore. What might that mean?	It's quicker if I choose her clothes when I'm helping her get dressed.	She said she felt faint so I gave her a drink of water. Was that OK?
-----------------------------------------------------------	-------------------------------------------------------------------------------	-------------------------------------------------------------------------------	-----------------------------------------------------------------------------