

What makes a good care worker?

This group activity will encourage workers to think about what makes a good care worker and encourage them to reflect on their own role.

Workers to use a 'diamond nine' to rank the skills and values that they think are essential to work in your organisation and the social care sector.

Duration: 25 minutes

Resources: Diamond nine grid and nine skills cards.

What core skills does this address?

- Self-management

What Care Certificate standards does this address?

- 1.1 Understand their own role
- 1.3 Understand working relationships in health and social care
- 1.4 Work in partnership with others

Introduce the activity

With experienced care staff, ask them to consider 'what does it take to be a good care worker?' Explain that the cards contain nine skills and values that are important in care work. Ask them to rank the cards on the diamond nine, putting the most important qualities at the top of the diamond.

With new care staff ask them what skills and values they think they'll need to meet the demands of the job. Explain that the cards contain nine skills and values that are important in care work. Ask them to rank the cards on the diamond nine, putting the most important qualities at the top of the diamond.

Ask workers to justify their decisions during the feedback discussion. Explain that there is no single correct ranking order, but that it's important to have a range of skills and values.

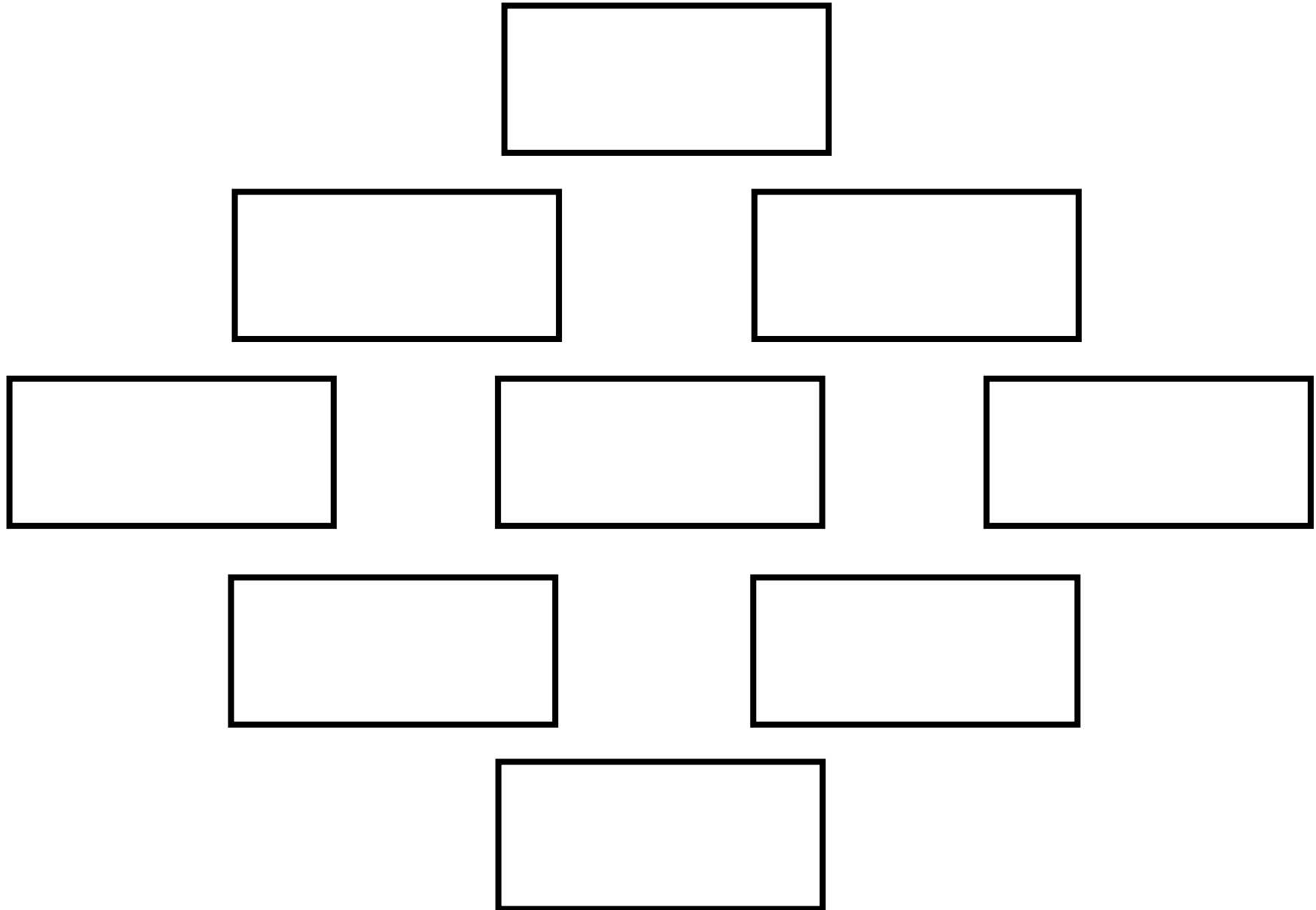
Feedback and discussion

Ask each group to explain the skill or value that they put at the top and bottom of the diamond and justify their decisions. Invite others in the group to comment and provide an alternative viewpoint.

You could use these questions to structure the discussion:

- which skills and values did you think would be important when you first started as a care worker?
- have your views changed as you have gained more experience?
- what has changed your views?
- which skills and values are valuable when working as a team with other care staff?
- which skills and values are valuable when working directly with a resident?
- which skills and values are important in care work that aren't on the cards?
- what are the risks of being too patient, too cheerful or too polite?

What makes a good care worker?

A pyramid diagram consisting of 10 empty rectangular boxes arranged in five rows. The top row has one box, the second row has two boxes, the third row has three boxes, the fourth row has two boxes, and the bottom row has one box. This structure is intended for a brainstorming activity where participants list qualities of a good care worker.

