

Care Certificate assessment opportunity 1

Accompanying a client to a GP appointment

This will involve the new care worker:

- Meeting the client at their home
- Walking with the client to the GP's
- Waiting with the client for appointment
- Accompanying the client to appointment
- Talking to the GP
- Making another appointment
- Walking home with the client
- Completing case notes

Description of assessment activity

The new care worker is accompanying **X** to their medication review with the GP. The new care worker has met **X** several times during induction and will be supporting them regularly in the future. **X** lives in a flat independently and carers visit him twice a day. **X** has learning disabilities and suffers with back problems.

The senior care worker is experienced in providing support to people with learning disabilities living in their own accommodation. The senior care worker is regarded as someone who always provides high quality care and who engages with the people being supported in personalised way.

The senior care worker will be going along to **X**'s GP appointment with **X** and the new care worker to observe practice and assess for the Care Certificate. **X** knows the senior care worker well as the senior care worker often supports **X** with his morning routine. **X** has given permission for the assessment to take place.

Standard 1: Understand your role - Care Certificate Standards that could be demonstrated:

1.1c Demonstrate that they are working in accordance with the agreed ways of working with their employer

1.4c Demonstrate behaviours, attitudes and ways of working that can help improve partnership working

Standard 4: Equality and Diversity - Care Certificate Standards that could be demonstrated:

4.2b Demonstrate interaction with individuals that respects their beliefs, culture, values and preferences

Standard 5: Work in a person centred way - Care Certificate Standards that could be demonstrated

5.5b Recognise the signs that an individual is in pain or discomfort. This could include:

- Verbal reporting from the individual
- Non-verbal communication
- Changes in behaviour

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

5.7a 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:

7.2a Demonstrate that their actions maintain the privacy of the individual. This could include:
Using appropriate volume to discuss the care and support of an individual
Discussing the individual's care and support in a place where others cannot overhear

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

7.4c Ensure their own personal views do not influence an individual's own choices or decisions

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