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Lead Adult Care Worker Level 3 (V1.2)  
Revision Guide

Apprentice's Full Name:

Date:

Unique Learner No:

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This revision guide will support you in completing your Lead Adult Care Worker Level 3 apprenticeship standard.

At the end of your learning period, you will be expected to complete your End-Point Assessment. For this standard you will complete a Knowledge Test and a Professional Discussion. More guidance on the End-Point Assessment for Lead Adult Care Worker can be found within the subject support pack via [www.nqual.co.uk](http://www.nqual.co.uk) or by emailing [admin@nqual.co.uk](mailto:admin@nqual.co.uk)

## TASKS & RESPONSIBILITIES

There are many different tasks and responsibilities that you may have as a Lead Adult Care Worker. Your job description will outline the main duties expected of you. You will be expected to identify and explain your duties in relation to your job role and the service that you work in. This could include supporting with social activities, monitoring health, assisting with eating and drinking, and personal care. Being in a lead role, you will be expected to lead others in the team and act as a role model.

List some of the regular duties that you carry out and how you lead others to follow your practice.



As a Lead Adult Care Worker, you will have many responsibilities. It is important that you know the limits of your expertise. You must know when and how to seek advice. For example, if an individual needs a dressing applied, you may not know how to do this. However, you must report this and seek help from a more experienced member of staff or an external professional, such as a district nurse.



Similarly, those staff that you lead must know their limits too. They may not be trained to do certain tasks such as administer medication. As a Lead Adult Care Worker, you must recognise when a colleague may not be trained in a certain aspect of their role and stop them before any harm is caused.

Describe a time when you have had to show initiative in your role. (This could be in a challenging or unexpected situation).



**Some of the fundamental standards you will follow in your role are:**

- Care and treatment must be appropriate and reflect service users' needs and preferences
- Service users must be treated with dignity and respect
- Care and treatment must only be provided with consent
- Care and treatment must be provided in a safe way
- Service users must be protected from abuse and improper treatment
- Service users' nutritional and hydration needs must be met
- All premises and equipment used must be clean, secure, suitable and used properly

## Standards

It is important that you follow standards so that you know how to carry out your role. Standards that you follow in a care setting are governed by the Care Quality Commission. They have a set of 'fundamental standards' that all care providers in England must follow. It is important that you familiarise yourself with these standards and how you follow them in your job role when providing care and support.

Describe a time when you have provided care and support to an individual that meets their needs / wishes.

## Code of Conduct

The Code of Conduct sets the standard expected of all Adult Social Care Workers and Healthcare Support Workers in England. It outlines the behaviours and attitudes that people who need care and support should rightly expect.

The Code of Conduct describes how a Support Worker should behave. The Code of Conduct is voluntary but is seen as a sign of good practice.

You can find the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England on the Skills for Care website.

### The Code of Conduct ensures you can:

- 1 Be accountable by making sure you can answer for your actions or omissions.
- 2 Promote and uphold the privacy, dignity, rights, health and well-being of people who use health and care services and their careers at all times.
- 3 Work in collaboration with your colleagues to ensure the delivery of high-quality, safe and compassionate healthcare, care and support.
- 4 Communicate in an open, and effective way to promote the health, safety and well-being of people who use health and care services and their careers.
- 5 Respect a person's right to confidentiality.
- 6 Strive to improve the quality of healthcare, care and support through continuous professional development.
- 7 Uphold and promote equality, diversity and inclusion.



Describe how you demonstrate inclusion with the individuals you support.

### Care Certificate



You will have completed your Care Certificate as part of your on-programme training, so you should be familiar with the following standards:

1. Understand your role
2. Your personal development
3. Duty of care
4. Equality and diversity
5. Work in a person-centred way
6. Communication
7. Privacy and dignity
8. Fluids and nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding adults
11. Safeguarding children
12. Basic life support
13. Health and safety
14. Handling information
15. Infection prevention and control

The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It's made up of the 15 minimum standards that should be covered if you are 'new to care' and should form part of a robust induction programme.

Which of the standards did you find most useful for your job role and why?

## The 6 Cs



The 6Cs are the values which that underpin all care roles. They are valuable in determining a positive experience for individuals receiving care.

**Care** is our core business. The care we deliver helps the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care expect it to be right for them, consistently, throughout every stage of their life.

**Compassion** is how care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness and is central to how people perceive their care.

**Competence** means that all those in caring roles must have the ability to understand an individual's health and social needs and the expertise, clinical and technical knowledge to deliver effective care and treatments.

**Communication** is central to successful caring relationships and to effective team working. Listening is as important as what we say and do and essential for 'no decision about me without me'. Communication is the key to a good workplace with benefits for those in our care and staff alike.

**Courage** enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.

**Commitment** is the need to improve the care and experience of our patients, to take action to make this vision and strategy a reality for all and meet the health, care and support challenges ahead.

*How do you show compassion to an individual you are supporting?*



*Think about how you have showed commitment in your job*

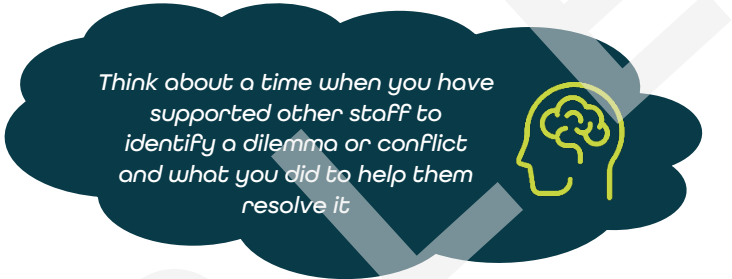





## Duty of Care

You have a duty of care to all those receiving care and support in your workplace. This means promoting well-being and making sure that people are kept safe from harm, abuse and injury. Well-being could be defined as the positive way in which a person feels and thinks of themselves. There may be times when an individual wants to do make choices that are not good for their well-being, and you may disagree with this. You should make sure they have as much information as possible about their choices and what could happen. If they still choose to make a risky choice, a risk assessment may identify ways in which risk could be reduced. The right to make decisions that they are legally able to make must not be taken away from the individual by workers.

As a Lead Adult Care Worker, you must also support others to identify when there is a dilemma or a conflict and help them to resolve it in a way that provides the best possible outcome for the individual.



*Think about a time when you have supported other staff to identify a dilemma or conflict and what you did to help them resolve it*



## Care / Support Plans

In your role you will contribute towards the planning of care of individuals. This may be in the form of daily notes, daily diaries, food and fluid charts, repositioning charts and many more! Although the care plans tell us how the person wishes to be supported, you should always check and gain consent each and every time you support someone. If you notice that the individual prefers something different to what is written in the care plan, then it is your responsibility to ensure you record this clearly in the daily notes. This will help senior staff to be able to alter the care plan to ensure it meets the needs and wishes of the individual. You may also have to report this to the manager or pass this over to other staff at the handover.

**Document a time when you have noticed something when supporting an individual that has needed to be added or changed in a care plan.**