



QUALIFICATION

Level 2 Adult Social Care Certificate
Textbook

Learner's Full Name:

Date:

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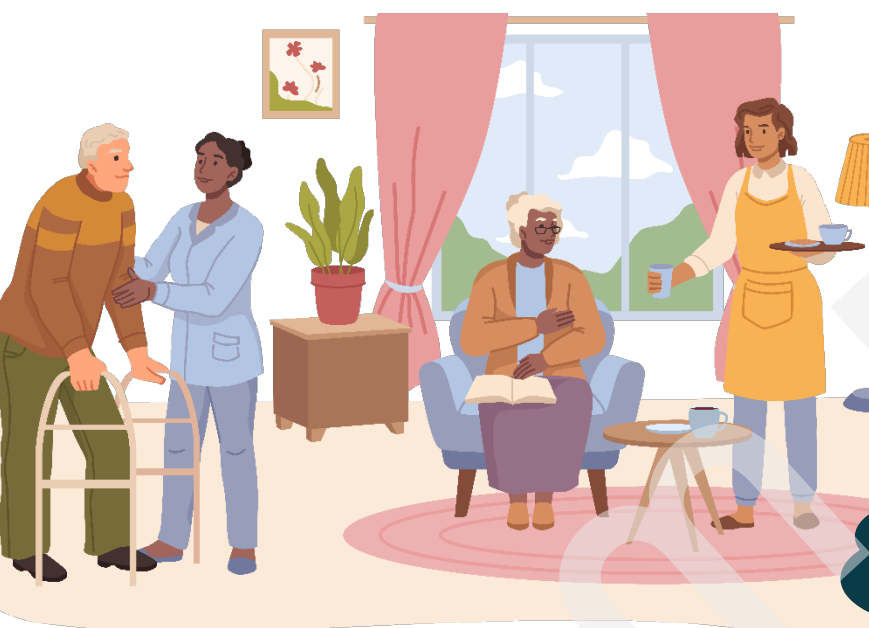
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UNDERSTAND OWN ROLE

There are many different tasks and responsibilities you may have as an employee in a care setting. 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.



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

How you show compassion to an individual you are supporting



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 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 (www.skillsforcare.org.uk).



The Code of Conduct ensures you can:



- 1 Be accountable by making sure you answer for your actions or omissions.
- 2 Promote and uphold the privacy, dignity, rights, health, and wellbeing of people who use health and care services (and their carers) 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 wellbeing of people who use health and care services (and their carers).
- 5 Respect a person's right to confidentiality.
- 6 Strive to improve the quality of healthcare, care and support through continuing professional development.
- 7 Uphold Promote equality, diversity and inclusion.

The 6 Cs

The 6Cs are the values 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 lives.

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 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 effective teamwork. 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 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.



Privacy & Dignity

Everyone has different feelings, attitudes and goals. Each one of these aspects also influences your self-esteem and feelings of self-worth. If you were cut off from your friends and family, you would quickly feel lonely and unloved. If, on the other hand, you were leading an active life, having the choice to do what you want with lots of friends you would feel valued and self-confident. You would have a good sense of identity and self-worth.

Privacy: giving someone space where and when they need it.

Dignity: Focusing on the value of every individual, including respecting their views, choices and decisions, not making assumptions about how they want to be treated, working with care and compassion, communicating directly with the individual whenever possible.

Each individual has a different view of what they see as their personal space, so it is important to find out from them what is comfortable for them.

Examples of ways that you should protect privacy:

- Always ask individuals before touching them in any way
- Knock on the door or speak before you enter the space or room that they are in
- If your role involves supporting individuals to wash or dress, protect their dignity and privacy by making sure curtains, screens or doors are properly closed. Clothing or hospital gowns should always be arranged in a dignified way
- If someone needs support to go to the toilet they should not have to wait or be left too long for you to return

Equality & Diversity

Promoting equality and respecting diversity are central to life today. To provide care and support that meets the needs of everyone, you must understand what these terms mean and take account of them in your work.

Equality is about treating people according to their needs. You should make sure that everyone is given equality of opportunity. For example, you may need to give information in different formats (for example Braille) or make sure there is access to a building for an individual in a wheelchair.

Diversity can be described as ‘difference’. All individuals are different; the many different parts of a person’s character and identity make them unique.

Examples of the things that make up diversity are:



Age	Background	Belief
Appearance	Gender	Values
Ability	Family	Culture
Disability	Friends	Race
Job Role	Sexual Orientation	National Origins
Health	Religion	Marital Status



You will support individuals with a range of needs. These may be physical, social, cognitive and emotional, or a combination. For example, physically you may need to assist a person to mobilise using equipment; socially you may support a person to attend activities or stay in touch with family; emotionally you may support a person to talk about their feelings and reassure them when they feel low in mood.

If a person has a cognitive impairment, this means the normal function of their brain is impaired. For example, having dementia, a brain injury, or a learning disability. You may need to support individuals to do daily tasks that they cannot remember to do themselves or have lost the ability to do. You may support them with things like prompting them to wash and dress or helping them to choose clothes. Over time, an individual's needs may change, improve or decline. It is your responsibility to identify when this happens and ensure that you report and record this. This will help the care and support plan to be tailored to meet their changing needs.



How to Access, Follow and Be Compliant with Regulations / Organisational Policies and Procedures

In your setting, there will be many policies and procedures relating to the tasks and duties that you carry out. For example, you will follow a procedure for infection control, including the types of Personal Protective Equipment (PPE) you need to use and how you need to dispose of it. You must know how to access the policies and procedures in your setting so that you can stay up to date with any changes or clarify anything that you are unsure about. The policies and procedures may be stored electronically, or they may be kept on paper in folders in the office. You must ensure you are being compliant with them and are following them in the agreed way. This is sometimes called 'agreed ways of working'. If you are unsure or need support with policies and procedures, you can raise this with your line manager at your next supervision.





Think about how you have professional boundaries at work. How do you conduct yourself?

Agreed Ways of Working

As an employee working in Adult Social Care, you must understand 'agreed ways of working'. Information on your agreed ways of working can be found in many places such as:

- Formal policies and procedures
- Your employment contract
- Individual care plans
- Manager and team briefings

You can also speak to your manager or HR department if you want to be directed to the most relevant resources for your role.

Working Relationships vs Personal Relationships

Working relationships and personal relationships differ in a few key ways. A working relationship is formed in a professional setting, focused on achieving common goals and objectives within an organisation. A personal relationship is developed outside of work, based on shared interests, emotional connection and social interaction.

Working relationships are guided by rules, policies and professional conduct, whereas personal relationships show boundaries which are more flexible and personal matters are more freely shared.

Relationships in Your Setting

Your role will involve working with many people who have a variety of roles. This is known as 'partnership working'. Developing good relationships will help to improve the quality of care provided.

Other workers might provide a service to someone you provide care and support for. For example, a dietician might advise the individual about their weight and help them agree on a plan for their meals and snacks, taking into account any preferences or special dietary needs. As an Employee in a care setting, you are likely to see the individual most regularly. You could encourage them to keep to the diet and support them to report back how the diet is working or if it needs to be changed. If the individual was not eating or was unwell as a result, you would arrange for the diet to be reviewed quickly. Very often Health Care Support Workers or Adult Social Care Support Workers are in a position to play a key role in making observations and links with other workers because they are in regular contact with the individual. They are very important partners in the overall health or social care provision to an individual. All working relationships should involve mutual respect and should value other people's skills and knowledge with a focus on working together in the best interests of the individual receiving care and support.



The main working relationships in health and social care can be categorised in four ways:

- Individuals and their friends and family
- Your colleagues and managers
- People from other workplaces, including advocates
- Volunteers and community groups

You will get to know individuals very well, but you must remember that you are there to support them and this is your job role. You can be friendly, but you must remember to remain professional and not cross the line into a personal relationship. This applies to how you conduct yourself such as using the individual's preferred name, not making inappropriate comments or jokes, not accepting gifts or money, and not being friends outside of the workplace (this also applies to social media). Remember you are there to do a job!

Positive Attitude

A positive attitude can easily make an impact on the mood of individuals in your care. A carer might be the only person an individual comes into contact with during their day, so if you are pleasant, friendly and personable, this could make a real difference and demonstrate core care skills. Sometimes you may feel stressed or low in mood. You must show resilience and can bounce back to support individuals effectively. Taking a few-minute break or getting some fresh air can help to clear your mind.



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