

# Adult Care Worker

## Apprenticeship Programme



Level 2



12 months on programme

3 months End Point Assessment

### Occupation profile

To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges.

Adult care workers need to have the right values and behaviours, developing competencies and skills to provide high quality compassionate care and support.

As an adult care worker, you will be a frontline staff member who help adults with care and support needs to achieve their personal goals and live as independantly and safely as possible enabling them to have control and choice in their lives which is at the heart of person centred care . Job roles are varied and determined by and relevant to the type of service being provided and by the person being supported.

Adult care workers may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings. This apprenticeship covers both adult care workers and personal assistants. Personal assistants do the same job as an adult care worker and work directly for one individual, usually within their own home. Working with people, feeling passionate about supporting and enabling them to live a more independant and fulfilling life is a rewarding and worthwhile job that provides excellent career opportunities.

As an adult care worker, you need: courage, compassion, competence, commitment, care and communication skills

### Progression

This apprenticeship provides an ideal entry into the occupation and supports progression within the sector.

### Programme qualifications & requirements

- Level 2 Diploma In Care
- Level 1 English and maths Functional Skills and attempt Level 2 (if not held)
- Undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting
- The Care Certificate
- Completion of a self assessment exercise
- Completion of 20% off the job training
- Collation of a portfolio of evidence
- Be consistently working at or above the required level of an adult care worker



## On completion of your apprenticeship you will have gained skills in the following areas:

### The main tasks and responsibilities according to your job role

- Supporting individuals you are working with according to their personal care/support plan
- Ask for help from an appropriate person when not confident or skilled in any aspect of your role
- Provide individuals with information to enable them to have choice about the way they are supported
- Encourage individuals to participate in the way their care and support is delivered
- Ensure the individual knows what they are agreeing to regarding the way in which they are supported
- Contribute to the on-going development of care/support plans for the individual you support
- Support individuals with cognitive, physical or sensory impairments

### Treating people with respect and dignity and honouring their human rights

- Ensure dignity is at the centre of all work with the individuals you support, their families, carers and advocates
- Demonstrate all work is person centred, accommodating the individual's needs, wishes and preferences
- Demonstrate empathy (understanding and compassion) for individuals you support
- Demonstrate courage in supporting people in ways that may challenge your personal/cultural beliefs

### Communicating clearly and responsibly

- Speak clearly and exhibit positive non-verbal communication to individuals, families, carers and advocates
- Use the preferred methods of communication of the individual you support according to their language, culture, sensory needs and their wishes
- Identify and take steps to reduce environmental barriers to communication
- Demonstrate you can check for understanding

- Write clearly and concisely in records and reports
- Keep information safe and confidential according to agreed ways of working

### Supporting individuals to remain safe from harm (Safeguarding)

- Recognise potential signs of different forms of abuse
- Respond to concerns of abuse according to agreed ways of working
- Recognise, report and challenge unsafe practices

### Championing health and wellbeing for the individuals you support and for work colleagues

- Promote the health and wellbeing of the individual you support
- Move people and objects safely
- Demonstrate how to reduce the spread of infection, including use of best practice in hand hygiene
- Demonstrate the promotion of healthy eating and wellbeing by ensuring individuals have access to fluids, food and nutrition
- Demonstrate how to keep people, buildings and yourself safe and secure
- Carry out fire safety procedures when required
- Use risk assessments to support individuals safely
- Recognise symptoms of cognitive impairment, e.g. Dementia, learning disabilities and mental health
- Monitor and report changes in health and wellbeing for individuals you support

### Working professionally and seeking to develop your own professional development

- Reflect on own work practices
- Demonstrate the development of your own skills and knowledge, including core skills in writing, numbers and information technology
- Demonstrate your contribution to their development plan
- Demonstrate ability to work in partnership with others to support the individual
- Identify sources of support when conflicts arise with other people or organisations
- Demonstrate you can work within safe, clear professional boundaries

- Show they can access and apply additional skills required to perform the specific job role competently

## On completion of your apprenticeship you must have gained a knowledge and understanding in: skills in the following areas:

### The job you have to do, your main tasks and responsibilities

- The tasks and responsibilities of the job role relevant to the context of the service in which you are working. This could include supporting with social activities, monitoring health, assisting with eating, mobility and personal care
- Professional boundaries and limits of your training and expertise
- Relevant statutory standards and codes of practice for your role
- What the 'duty of care' is in practice
- How to contribute towards the development and creation of a care plan underpinned by the individuals preferences in regard to the way they want to be supported
- How to identify, respond to and escalate changes to physical, social, and emotional needs of individuals
- How to access, follow and be compliant with regulations and organisational policies and procedures

### The importance of having the right values and behaviours

- How to support and enable individuals to achieve their personal aims and goals
- What dignity means in how to work with individuals and others
- The importance of respecting diversity and treating everyone equally

### The importance of communication

- The barriers to communication
- The impact of non-verbal communication
- The importance of active listening
- How the way you communicate can affect others
- About different forms of communication e.g. signing, communication boards

- How to find out the best way to communicate with the individual you are supporting
- How to make sure confidential information is kept safe

### How to support individuals to remain safe from harm (Safeguarding)

- What abuse is and what to do when you have concerns someone is being abused
- The national and local strategies for safeguarding and protection from abuse
- What to do when receiving comments and complaints
- How to recognise unsafe practices in the workplace
- The importance and process of whistleblowing
- How to address any dilemmas you may face between a person's rights and their safety

### How to promote health and wellbeing for the individuals you support and work colleagues

- The health and safety responsibilities of self, employer and workers
- How to keep safe in the work environment
- What to do when there is an accident or sudden illness
- What to do with hazardous substances
- How to promote fire safety
- How to reduce the spread of infection
- What a risk assessment is and how it can be used to promote person centred care safely

### How to work professionally, including your own professional development

- What a professional relationship is with the person being supported and colleagues
- How to work together with other people and organisations in the interest of the person being supported
- How to be actively involved in their personal development plan
- The importance of excellent core skills in writing, numbers and information technology
- What to do to develop, sustain and exhibit a positive attitude and personal resilience
- Where and how to access specialist knowledge when needed to support performance of the job role

## Details of the programme

You will be allocated a Skills & Development Coach who will support and guide you for the duration of your apprenticeship.

The apprenticeship programme will be delivered as blended learning. Blended learning is a combination of both online and face to face delivery. You will need to have good internet access and a suitable device such as a smart phone, laptop, or tablet to work on.

Microsoft Teams is used for coaching sessions and ZOOM is currently used for taught sessions. Please discuss accessibility with your employer as these applications are required, in order for you to complete your training.

During this apprenticeship programme you will participate in training, development and on-going review activities. These typically include:

- Induction which is specific to your workplace
- Study days and training courses
- Mentoring/buddy support
- Completion of a portfolio through which you will gather evidence of your progress
- Structured one to one reviews of your progress with your employer and Dynamic Training
- 20% Off the Job training

## Assessment Gateway

At gateway your employer will make the decision that you are ready for end point assessment, having achieved all the mandatory requirements and qualifications set within the standard

## End Point Assessment

Following successful completion of the Gateway, you will proceed to end point assessment (EPA). The EPA is undertaken by an independent assessment organisation chosen by your employer, within 3 months of passing gateway.

The end point assessment components comprise of:

- Situational judgement test
- Professional discussion

The overall grade of fail, pass or distinction will be determined by the Independent Assessor