

Brief guide: Care Certificate standards – inspectors' guide to gathering evidence

Context

Designed with the non-regulated workforce in mind, the Care Certificate gives everyone the confidence that workers have the same introductory skills, knowledge, and behaviours to provide compassionate, safe, and high quality care and support.¹

Evidence required

- Look for evidence in the provider's induction policy that the Care Certificate forms part of the induction process. If the Care Certificate is not used, what does the provider use in its place to meet the 15 common standards (see [appendix](#)).
- Speak to staff members. Are they aware of the 15 core standards? Is the training and assessment effective?
- Examine healthcare support worker/adult social care worker personal files and supervision notes. How does the provider assess competency within the core standards? How often is competency reviewed? Is there evidence of this within the supervision and appraisal documentation?
- Do supervisors gather evidence from patients, residents, carer's and colleagues about a learner's ability to carry out specific tasks?
- Can managers give any examples when staff have not met the standards? What happens in this situation? Are staff given additional time, supervision and support to meet standards?
- Do staff know about the code of conduct for healthcare support worker/adult social care worker? Is it displayed anywhere?

Intelligence

Request 'the proportion of unregistered staff undertaking training in the care certificate' from the inspection analyst.

Reporting

Under '**skilled staff to deliver care**' in **effective**, report on: whether the Care Certificate is included in inductions to the service; the training for staff on the Care Certificate; and how staff performance is monitored and assessed according to these standards.

Policy

CQC expect registered providers to introduce the new Care Certificate for healthcare support workers. While it is not mandatory, providers should be able to demonstrate that non-regulated staff are competent in the standards. (It is noted that in some settings, it may not be possible to assess and achieve all of the standards, if some are not deemed appropriate to that particular service. In such cases, it would still be viewed as good

¹ Skills for Health, 2015. www.skillsforcare.org.uk/Learning-development/Care-Certificate/Care-Certificate.aspx

practice to implement as many of the Care Certificate standards as possible into the induction programme). This should include a process that should involve training, support, supervision, and workplace assessment.

Appendix: related resources

- Details about the Care Certificate itself (including the 15 common standards) can be found at: www.skillsforcare.org.uk/Standards/Care-Certificate/Care-Certificate.aspx
- National Occupational Standards (2013). <http://nos.ukces.org.uk>
- Code of conduct for healthcare support workers and adult social care workers in England (2013). www.skillsforhealth.org.uk/standards/item/217-code-of-conduct
- NHS England, Compassion in Practice – our culture of compassionate care. www.england.nhs.uk/nursingvision/compassion/
- Care Certificate Framework (Assessor Document) Care Certificate. www.skillsforhealth.org.uk/standards/item/216-the-care-certificate
- Royal College of Nursing, Position statement on the education and training of healthcare assistants, 2012. www.rcn.org.uk/professional-development/publications/pub-004214