

# Level 3 Lead Adult Care Worker

DURATION

16

MONTHS



As a Lead Adult Care Worker, you will make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges.

You will be expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control. By providing leadership, guidance and direction at the frontline of care delivery, you will be instrumental in improving the health and wellbeing of those receiving care and support. Lead Adult Care Workers will, in some circumstances, have delegated responsibility for the standard of care provided and may supervise the work of other care workers. This exercising of autonomy and accountability means leading and supporting others to comply with expected standards and behaviours.

Lead Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres or some clinical healthcare settings. As well as covering Lead Adult Care Workers this standard also covers Lead Personal Assistants who can work at this senior level, but they may only work directly for one individual who needs support and/or care services, usually within their own home.

## How we deliver this Apprenticeship

This Apprenticeship is delivered on a one to one basis in your workplace by your own dedicated expert Health and Social Care tutor.

They will meet with you every month (face to face or virtually) to provide teaching and training to help you develop new knowledge and skills and guide you through the programme.

They will then assess your competence by observing you applying the new skills at work and helping you develop a portfolio of evidence to prove you have met the requirements of the Apprenticeship.

## Qualifications included in this Apprenticeship

- Level 3 Lead Adult Care Worker Apprenticeship Standard
- City and Guilds Level 3 Diploma in Adult Care

## Functional Skills

- Level 2 Functional Skills in English and maths (if required)

## Progression

Level 4 Lead Practitioner in Adult Care Apprenticeship.

## Programme content

# The knowledge and understanding you will develop

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

- The tasks and responsibilities of your job role relevant to the context of the service in which they are working. This could include supporting with social activities, monitoring health, assisting with eating, mobility and personal care
- Both your own and other workers' professional boundaries and limits of training and expertise
- Relevant statutory standards and codes of practice for your role
- What the 'duty of care' is in practice
- How to create and develop a care plan, based on the person's preferences in the way they want to be supported
- How to monitor, plan, review a care plan in response to the changing physical, social, and emotional needs of individuals
- How to lead others to ensure compliance with regulations and organisational policies and procedures

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

- How to ensure that dignity is at the centre of all work with individuals and their support circles
- The importance of respecting diversity, the principles of inclusion and treating everyone fairly

### The importance of communication

- The barriers to communication and ability to both identify, and determine the best solutions to achieve success when communicating with the individual you are supporting
- How to communicate clearly both verbally and non-verbally and be able to influence others to maximise the quality of interaction
- The role of advocates and when they might be involved
- Your own and other workers' responsibilities for ensuring confidential information is kept safe

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

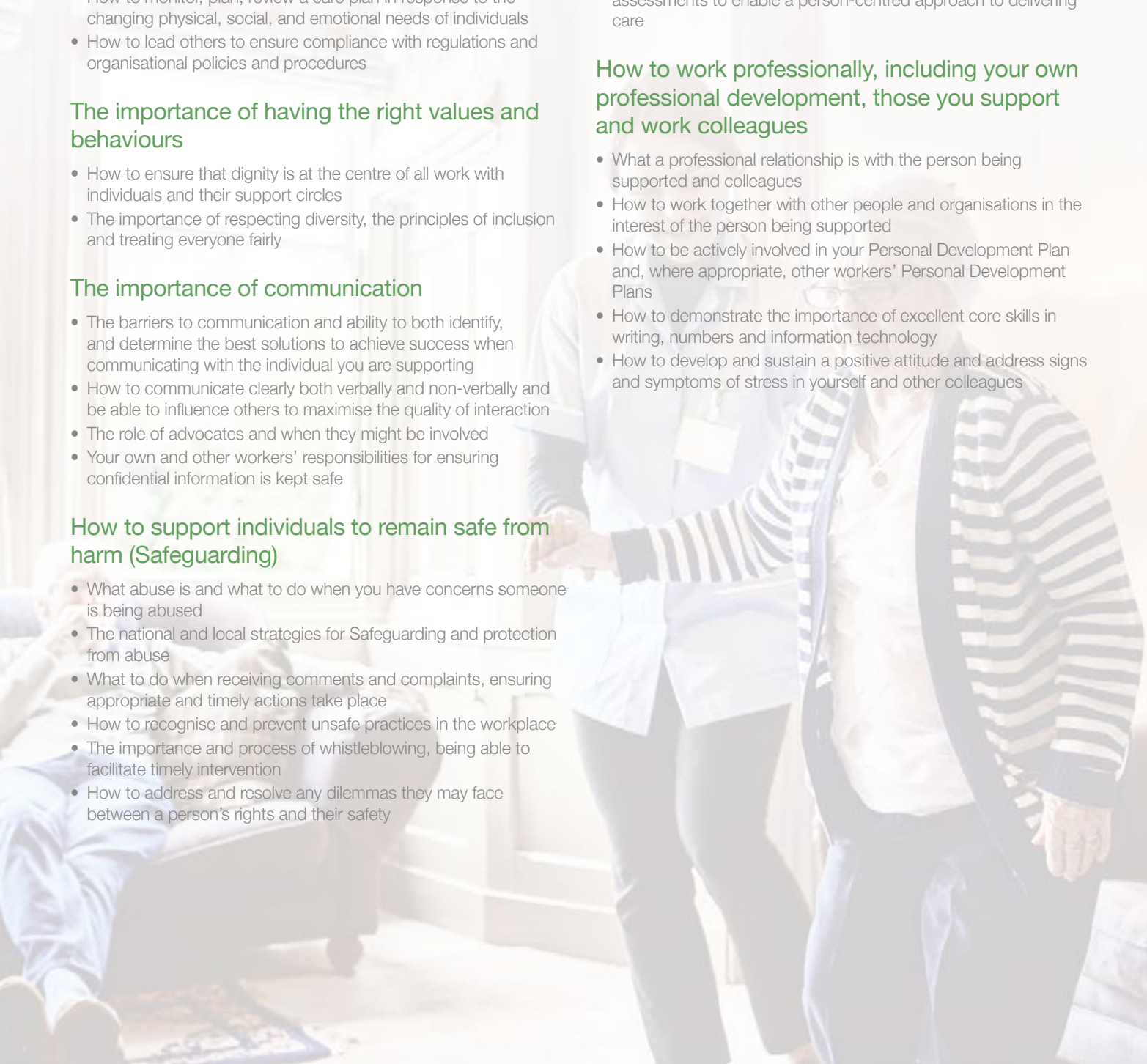
- What abuse is and what to do when you have concerns someone is being abused
- The national and local strategies for Safeguarding and protection from abuse
- What to do when receiving comments and complaints, ensuring appropriate and timely actions take place
- How to recognise and prevent unsafe practices in the workplace
- The importance and process of whistleblowing, being able to facilitate timely intervention
- How to address and resolve any dilemmas they may face between a person's rights and their safety

### How to champion 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 and take appropriate action
- What to do with hazardous substances
- How to promote fire safety and how to support others to do so
- How to reduce the spread of infection and support others in infection prevention and control
- How to use and promote with others where relevant, risk assessments to enable a person-centred approach to delivering care

### How to work professionally, including your own professional development, those you support and work colleagues

- 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 your Personal Development Plan and, where appropriate, other workers' Personal Development Plans
- How to demonstrate the importance of excellent core skills in writing, numbers and information technology
- How to develop and sustain a positive attitude and address signs and symptoms of stress in yourself and other colleagues



## Programme content

# The skills you will learn to apply in your work

- How to carry out research relevant to individuals' support needs and share with others
- How to access and apply good practice relating to your role
- How to access and apply specialist knowledge when needed to support performance in the job role

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

- Support individuals you are working with according to their personal care/support plan
- Take the initiative when working outside normal duties and responsibilities
- Recognise and access help when not confident or skilled in any aspect of the role that you are undertaking
- Implement/facilitate the specialist assessment of social, physical, emotional and spiritual needs of individuals with cognitive, sensory and physical impairments
- Contribute to the development of ongoing review of care/support plans for the individuals you support
- Provide individuals with information to enable them to exercise choice on how 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
- Lead and support colleagues to understand how to establish informed consent when providing care and support
- Guide, mentor and contribute to the development of colleagues in the execution of their duties and responsibilities

## Treat people with respect and dignity and honour their human rights

- Demonstrate dignity in your working role with the individuals you support, their families, carers and advocates
- Support others to understand the importance of Equality, Diversity and Inclusion in social care
- Exhibit empathy for individuals you support, i.e. understanding compassion
- Exhibit courage in supporting individuals in ways that may challenge your own cultural and belief systems

## Communicate clearly and responsibly

- Demonstrate and promote to other workers excellent communication skills including confirmation of understanding to individuals, their families, carers and professionals
- Use and facilitate methods of communication preferred by the individual you support according to the individual's language, cultural and sensory needs, wishes and preferences

- Take the initiative and reduce environmental barriers to communication
- Demonstrate and ensure that records and reports are written clearly and concisely
- Lead and support others to keep information safe, preserve confidentiality in according with agreed ways of working

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

- Support others to recognise and respond to potential signs of abuse according to agreed ways of working
- Work in partnership with external agencies to respond to concerns of abuse
- Lead and support others to address conflicts or dilemmas that may arise between an individual's rights and duty of care
- Recognise, report, respond to and record unsafe practices and encourage others to do so

## Champion health and wellbeing for the individuals you support

- Lead and mentor others where appropriate to promote the wellbeing of the individuals you support
- Demonstrate the management of the reduction of infection, including use of best practice in hand hygiene
- Promote healthy eating and wellbeing by ensuring individuals have access to fluids, food and nutrition
- Carry out fire safety procedures and manage others to do so
- Develop risk assessments and use in a person-centred way to support individuals safely including moving and assisting people and objects
- Manage, monitor, report and respond to changes in health and wellbeing of the individuals you support

## Work professionally and seek to develop your own professional development

- Take the initiative to identify and form professional relationships with other people and organisations
- Demonstrate, manage and support yourself and others to work within safe, clear professional boundaries
- Take the initiative to evaluate and improve your skills and knowledge through reflective practice. Supervision, feedback and learning opportunities
- Demonstrate continuous professional development
- Carry out research relevant to individuals support needs and share with others in the workplace
- Demonstrate good team/partnership working skills
- Demonstrate your contribution to robust recruitment and induction processes

## End Point Assessment

Once you, your manager and your tutor feel you are ready you will be put forward for End Point Assessment. This will be with an external End Point Assessment Organisation of your choice.

The End Point Assessment will include a situational judgement test and a professional discussion. Your dedicated tutor will fully prepare you throughout the programme to ensure you have the confidence and necessary skills to meet the requirements of End Point Assessment.







Personal attributes and behaviours expected of all Lead Adult Care Workers carrying out their roles

What Ofsted said about our programmes at our last inspection:

“Assessors engage with apprentices well. They develop a good mutual rapport which supports apprentices’ learning. Apprentices value their training programmes; they are motivated to complete their planned actions and make progress in their careers. They enjoy their learning, and most exceed their own initial expectations of what they can achieve”

*Care, its what we do*

For more information contact us at:  029 2079 9133

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