

Level 2 Adult Care Worker

DURATION

14

MONTHS



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 competences and skills to provide high-quality compassionate care and support.

They are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently 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 the service being provided and the person 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 independent and fulfilling life is a rewarding and worthwhile job which provides excellent career opportunities.

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 2 Adult Care Worker Apprenticeship Standard
- City and Guilds Level 2 Diploma in Care

Functional Skills

- Level 1 Functional Skills in English and maths (if required)

Progression

Level 3 Adult Care Worker 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 you are working. This could include supporting with social activities, monitoring health, assisting with eating, mobility and personal care
- Professional boundaries and the 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 individual's 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 of whistleblowing
- How to address any dilemmas they 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 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
- Where and how to access specialist knowledge when needed to support performance of the job role



Programme content

The skills you will learn to apply in your work

The main tasks and responsibilities according to your job role

- Support 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 a 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 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

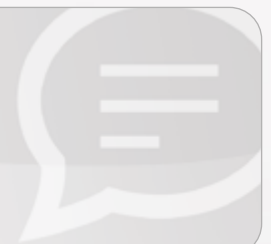
Working professionally and seeking to develop your professional development

- Reflect on your own work practices
- Demonstrate the development of your skills and knowledge, including core skills in writing, numbers and information technology
- Demonstrate your contribution to your development plan
- Demonstrate your 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 you can access and apply additional skills required to perform the specific job role competently

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 Adult Care Workers carrying out their roles

What Ofsted said about our programmes at our last inspection:

“Learners and apprentices develop their skills to meet exacting sector standards. In many cases, the level of skills gained exceeds the requirements of their qualifications; this is particularly the case with health and social care programmes”

Care, its what we do

For more information contact us at:  029 2079 9133

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