



Adult Care Worker Apprenticeship



Level: 2 Duration: 12 to 18 months

Occupational Profile Adult Care Workers 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. Job titles might include: Care Assistant, Care Worker, Support Worker, Personal Assistant, Relief Team Worker, Support Worker - Supported Living, Key Worker in Residential Settings, Key Worker in Domiciliary Services, Key Worker in Day Services, Home Care Support Worker, Substance Misuse Worker, Learning Disability Support Worker, Mental Health Support Worker, Mental Health Outreach Worker and Re-enablement Worker. 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.

Entry Criteria: Applicants will be assessed and interviewed to demonstrate that they have the ability to cover the range required by the apprenticeship standard, at work. In addition, the apprentices are expected to carry out initial assessments in English and Maths where they would be expected to achieve Level 1 in both subject areas. If an apprentice has a GCSE in Maths and English or ICT at A*- C, they don't need to complete functional skills as a part of the apprenticeship.

Delivery Model: This apprenticeship standard can be delivered in a number of ways:

- At the employer site
- At the college campus
- It can be delivered to a cohort of learners or as one to one individual training
- The course is a roll on roll off programme which means that we can start this at any point in the year.

Progression: Completing this apprenticeship programme with its transferable skills will enable progression into roles such as a Lead Adult Care roles or other supervisory/management roles.

Additional information: As part of the apprenticeship the learners are expected to complete level 2 diploma in adult care and also achieve level 1 functional skills in Math and English (if they haven't already got the required level of Math and English)

Knowledge

Main Tasks

You will know and understand:

- The tasks and responsibilities of the 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
- Professional boundaries and limits of their training and expertise
- Relevant statutory standards and codes of practice for their 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

Right Values and Behaviours

You will know and understand:

- 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

Communication

You will know and understand:

- The barriers to communication
- The impact of non-verbal communication
- The importance of active listening
- How the way they 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 they are supporting
- How to make sure confidential information is kept safe

Safeguarding

You will know and understand:

- Know what abuse is and what to do when they 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 they may face between a person's rights and their safety

Health and Wellbeing for the Individuals and Work Colleagues they Support

You will know and understand:

- 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

Professional Development

You will know and understand:

- 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

Skills

Supportive

You will be able to:

- Support individuals they 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 their 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 they support
- Support individuals with cognitive, physical or sensory impairments

Treating people with respect and dignity and honouring their human rights

You will be able to:

- Ensure dignity is at the centre of all work with the individuals they 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 they support
- Demonstrate courage in supporting people in ways that may challenge their personal/cultural beliefs

Communication

You will be able to:

- Speak clearly and exhibit positive non-verbal communication to individuals, families, carers and advocates
- Use the preferred methods of communication of the individual they support according to their language, culture, sensory needs and their wishes
- Identify and take steps to reduce environmental barriers to communication
- Demonstrate they can check for understanding
- Write clearly and concisely in records and reports
- Keep information safe and confidential according to agreed ways of working

Safeguarding

You will be able to:

- 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

Champion health and wellbeing for the individuals they support

You will be able to:

- Promote the health and wellbeing of the individual they 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 themselves 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 they support

Skills

Work professionally and seek to develop their own professional development

You will be able to:

- Reflect on own work practices
- Demonstrate the development of their own skills and knowledge, including core skills in writing, numbers and information technology
- Demonstrate their 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 they can work within safe, clear professional boundaries
- Show they can access and apply additional skills required to perform the specific job role competently

End Point Assessment

