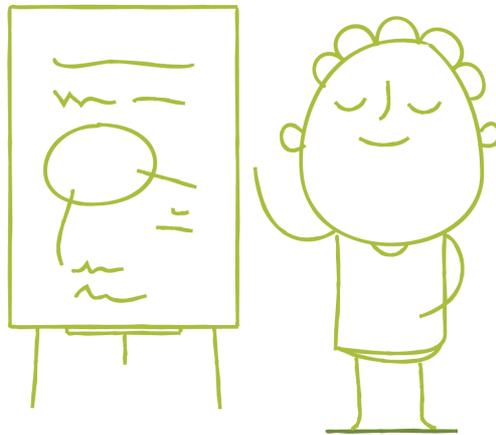


CARE CERTIFICATE

SUPPORTING INFORMATION

STANDARD 2

Your personal development



We are all unique individuals and many factors make us who we are – our genes, our gender, where we grew up, our personality, our friends, culture, ethnicity and religion.

These factors shape how we react to other people, what we see as right and wrong, how we live our lives and how we support service users.

You must try not to let previous attitudes, attitudes and beliefs influence how you support people. Policies, procedures and agreed ways of working are important as they will tell you how JRH Support expects you to work.

Learning and development

As you develop as a worker, you will learn from training courses, colleagues and your manager. You will undertake e-learning courses and other distance learning programmes that we enrol you on, and will have the option to enrol on a Diploma in Health and Social Care at level 2 or level 3.

Reflective practice

Every day you are at work, you will be learning. Even routine, straightforward tasks may carry lessons. For instance, you may always have a cup of tea whenever you support Mr. B, only to find that some days he would prefer a milky coffee. The lesson here is not to assume that everything will always be the same when supporting a service user.

Reflective practice is about taking an honest look at yourself, and evaluating the effectiveness of your work.

You need to think about:

- The kind of attitudes you have
- The things you do well and what you could do better
- How you might do things differently and get better results

This is important so you can grow and improve how you work with people.

Feedback from others

One way to find out how you are doing is to get feedback from other people, especially from service users. If this raises concerns or issues, discuss these with your manager.

Scenario

You are supporting Jason, who has a hearing impairment and a learning disability. Jason's mother has previously told you that he will only eat lightly buttered toast for breakfast. Jason always appears happy with this. You usually sit with him and have a cup of tea. One morning, you decide to ask Jason what he would like for breakfast. You use gestures and show him different foods. When you point to the toaster, he screws up his face and shakes his head. You find out that he would like corn flakes. Each day you show Jason different breakfast options and in his daily records you document the choices he makes. Jason eventually lets you know that he likes to be offered a choice of breakfast each day.

This scenario shows how you can work better with people by taking the time to listen to feedback.

Another source of feedback is your line manager. They will help you understand the requirements of your job and whether or not you are meeting these. As a result, you will be able to identify what you are doing well and what you could do better.

Effective feedback should motivate, support you to achieve targets and help you to develop your performance. It could be informal, day to day guidance or more formal, through supervision and performance management.

Literacy and numeracy

To carry out your role, you will need to be able to:

- Read and write clearly in English
- Speak clearly in English
- Do basic maths calculations