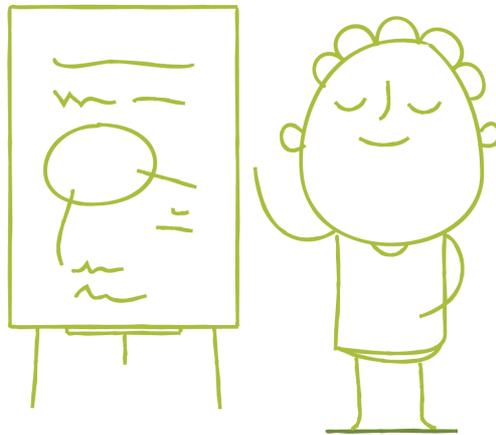


CARE CERTIFICATE

SUPPORTING INFORMATION

STANDARD 1

Understand your role



Your role and responsibilities

When applying for your current post you were provided with a job specification. This lists your roles and responsibilities, who you should report to and where you fit within JRH Support.

In March 2013, Skills for Care and Skills for Health launched a new Code of Conduct called 'Code of Conduct for Healthcare Support Workers and Adult Social Support workers in England' You **must** work to this Code of Conduct.

You must:

1. Be accountable by making sure you can answer for your actions or omissions
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare care and support.
4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
5. Respect a person's right to confidentiality
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion

The full codes of conduct can be found on the staff section of the JRH Support website and also the Skills for Care Website.

Policies and Procedures

During your induction period you will be introduced to our policies and procedures. Policies are written to benefit and protect the worker, the organisation and the service users in your care.

Everything you do in your work role will be governed by a policy or procedure, and it is important that you understand why policies and procedures must be followed at all times. Talk to your line manager if you have any questions about policies and procedures.

By working to JRH Support's policies and procedures, and by working with your colleagues and other professionals, you will be part of a team providing a consistent level of support to service users.

Employment rights and responsibilities

JRH Support has a staff handbook which is located on the staff section of our website. This contains information about policies and procedures and your rights and responsibilities. It covers areas like:

- Terms and conditions
- Standards of performance and behaviour at work
- Pay, benefits and pension
- Training and development
- Disciplinary and grievance procedures

JRH Support also has a Code of Conduct which sets out acceptable standards of conduct for all employees. This can be found in the staff section of the company website.

Organisational mission, aims and objectives

JRH Support has a set of statements which outline the aims and objectives and mission of the services provided.

Mission statement

To treat everyone as an individual, to respect their choices and support them to lead valued and fulfilling lives with the maximum of independence.

Aims, objectives and values

- To provide high quality person centred support tailored to individual's needs and preferences
- To improve the lives of all those we support
- To empower those we support to have confidence and motivation that increases independence
- To ensure the safety and welfare of those we support
- To treat everyone with dignity and value different backgrounds, cultures and points of view
- To provide speedy access to our services
- To link with family, friends, social services staff and health professionals where appropriate, to ensure the best interests of service users are always represented.
- To maintain a culture of continual improvement through robust quality monitoring systems
- To be a fair employer that respects their staff and provides opportunities for personal and occupational development
- To have a highly skilled and motivated workforce

Support plans

Staff in health and social care settings need to follow support plans. Support plans are written documents about service users' individual needs and how these needs should be met on a day to day basis. Support plans should also address the person's hopes, dreams and goals for the future. The support plans needs to state what assistance people need to achieve all of this.

A support plan needs to be person centred. This means the service user is central to the plan and in control. It should include relevant aspects of the person's life such as health, learning and employment, hobbies, social life, culture, communication etc.

Risk assessments

People who receive social care services are considered to be vulnerable, and as such, regulations require that an assessment be carried out to look at any possible risks to themselves or others. The aim of this assessment is to, wherever possible; reduce the risks to an acceptable level.

You will find the risk assessments alongside the support plans. You must be familiar with any risks identified. If you feel any changes need to be made, speak to your line manager.

Regulations also require the environment you provide support to be assessed. This helps reduce or remove any environmental risks. Your line manager will show you where these assessments are kept.

Risk assessments are meant to protect not just the service users, but also yourself and your colleagues, and anyone else who enters the premises. The purpose of assessing risk is to ensure the health, safety, welfare and security of staff, service users and the wider community.

Risk assessments shape how you support service users and may change as service user's needs change.

Professional boundaries

Support staff have a wide variety of experience in both their personal and professional lives. This experience can enrich the service provided.

However, it can sometimes be difficult to know where to draw the line between personal relationships and professional responsibility. Your relationship with service users must **always** remain a professional one – providing a quality service, protecting from harm, following policies and procedures and support plans, and meeting individual needs.

Your relationship with a service user is different to your relationship with a friend, and you should maintain an appropriate relationship at all times. This means, for example, not socialising with a service user.

Examples of poor work practice includes:

- Developing inappropriately close relationships with a service user
- Encouraging service users to be dependent on you
- Making promises you can't keep

Team work

Team work is important when providing support for service users. Team work is all about cooperation, working together, clear communication and supporting each other to ensure the best possible service is provided. Team work requires people to work together to meet shared goals.

But team work doesn't just happen – it has to be developed.

Remember, you are not the only person involved in providing support to a service user. There will be other people involved and it's important to work in partnership with these people, and not in isolation.

Sometimes you will work with:

- Unpaid carers – people who provide unpaid support to their relative, friend or partner
- Significant others – anyone who is important to the service user e.g. partner, children, a neighbour, best friend, priest etc.
- Advocates – a person who supports the service user to have a voice, helping to ensure that they are heard. Advocates may be volunteers or paid by the service user or organisation.
- Professionals – GP, social worker, community nurse etc.

You can contribute to your team by being open and honest, clear and direct, professional, non-judgemental and positive in your approach.

Having needs makes service users vulnerable, so it's important to remember ***it's your work, but it's their life.***

If you have a problem, you should speak to your line manager and also use your supervision sessions to discuss relevant issues.

Dealing with concerns

If you see something at work that worries you, you need to decide – is there a risk? If there is a risk – is it urgent, do you need to act now? If in doubt, act now.

The actions you need to take will depend on the situation. You should speak to your manager for guidance. In certain circumstances it may be necessary to contact the police or the emergency services.

You have a responsibility to act, to seek advice, discuss concerns, follow through and record issues and outcomes.

Whistleblowing

To 'blow the whistle' on somebody or something means to report somebody for doing something wrong or illegal, especially within an organisation.

JRH Support has a Whistleblowing Policy, which will protect you and your employment if you report your concerns. This can be found on the staff section of the company website.

It is your duty of care to safeguard individuals from harm whilst you are on duty. All individuals should be enabled to live and receive services in an environment which is free from prejudice and safe from abuse.

All employees have a duty of care to report any concerns they have. These include:

- Evidence or suspicions of bad practice by colleagues
- Evidence or suspicions of bad practice by managers
- Errors or events which placed a service user at risk
- Near misses which may have resulted in injury or harm

All concerns should be reported accurately. If your concerns are not taken seriously, you must try another route. You must ask for help if you feel 'out of your depth' with a particular individual or issue.