



IfATE

Shaping skills training

Standard Draft Preview

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Standard in development
L2: Adult care worker
Version 1.3

Title of occupation

Adult care worker

UOS reference number

ST0005

Core and options

No

Level of occupation

Level 2

Occupational maps data

Route: Care services

Pathway: Care Services

Cluster: Adult care worker

Typical duration of apprenticeship

12 months

Target date for approval

01/01/0001

Resubmission

No

Would your proposed apprenticeship standard replace an existing framework?

No

Does professional recognition exist for the occupation?

No

Regulated occupation

Is this a statutory regulated occupation?

No

Occupational summary

This occupation is found in residential, nursing homes, domiciliary care, day centres, clinical settings, personal assistance or a person's own home.

The broad purpose of the occupation is to enhance the well-being, independence, and dignity of individuals requiring care and support. Adult care workers play a crucial role in helping people overcome challenges and lead fulfilling lives. Their duties vary based on the services provided and the specific needs of each individual. These duties can include practical support, such as meal preparation and personal care, as well as emotional and

social support. The aim is to help individuals achieve their personal goals and live as independently and safely as possible, ensuring they have control and choice in their lives, which is central to person-centered care.

Adult care workers often work shift systems. Depending on the size of the organisation, they may be required to work on their own, or they may work as part of a wider team. The 24 hour nature of the sector, often demands overnight and flexible working patterns.

In their daily work, an employee in this occupation interacts with a range of colleagues including multi disciplinary teams, families, clinical practitioners, social workers, regulators, advocates and other professionals they usually report to a supervisor or shift team leader. They will be able to work with minimum supervision.

An employee in this role is responsible for adhering to company procedures, processes, and priorities. They support adults with personal care, promote independence, monitor health, prepare meals, assist with mobility, provide emotional support, and encourage social engagement. They also implement person-centered approaches and maintain accurate records. Employees must comply with health, safety, safeguarding, and environmental regulations and guidelines. They are required to use appropriate personal protective equipment (PPE), tools, and equipment. All tasks must be completed safely and efficiently, following the directions of supervisory staff.

Typical job titles

Adult care worker	Adult carer	Care assistant	Care worker	Carer
Home care support worker	Key worker in day services			
Key worker in domiciliary services	Key worker in residential settings			
Learning disability support worker	Personal assistant			
Relief team worker	Support worker - supported living			

Are there any statutory / regulatory or other typical entry requirements?

No

Occupation duties

DUTY	KSBS
<p>Duty 1 Deliver person-centred care and treatment that is appropriate, meeting the needs of people using the service and reflecting their personal preferences, whatever they might be, in line with their care plan.</p>	<p>K1 K2 K4 K7 K9 K11 K13 S1 S2 S3 S4 S7 S9 S10 S11 S19 B1 B2 B3</p>
<p>Duty 2 Deliver care in ways that ensure the privacy, dignity, rights, health and wellbeing of people using the service as a key part of your service provision and support when providing person-centred care, and ensure your approach promotes equality, diversity and inclusion.</p>	<p>K1 K2 K4 K9 K11 K13 S1 S2 S3 S4 S7 B1</p>
<p>Duty 3 Contribute to the implementation of care and support ensuring the preferences and needs of those using the services are met, working in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate care and support.</p>	<p>K9 K11 K14 S1 S2</p>
<p>Duty 4 Ensure individuals using the service are fully involved in collaborative approach to delivering the service, ensuring access to their personal preferences and are being supported in maintaining family/chosen family and community links, if they so desire. [</p>	<p>K4 K7 K10 K11 K14 S4 S7 S9 S10 S11 S12 S14 B2</p>
<p>Duty 5 Keep relevant parties informed about the wellbeing of people who use the services through monitoring and reporting, documenting changes in health and social circumstances of the individual, assisting in the assessment of needs and constantly reviewing the suitability of the services provided.</p>	<p>K4 K10 K12 K13 K14 S4 S5 S10 S11 S12 S13 S14 B2</p>
<p>Duty 6 Support people using the service by complying with the relevant mental health and mental capacity legislation where individuals lack mental capacity or are detained under mental health legislation and where any preferences for their care or support may not meet their needs.</p>	<p>K1 K2 K4 K9 K10 K11 K12 K13 S3 S4 S9 S10 S11 S12 S13</p>
<p>Duty 7 Work as part of a team, establishing effective professional working relationships and boundaries with health and social care professionals and families/chosen families, friends, advocates to</p>	<p>K14 S4 S10</p>

ensure the people who use the services lead the lives they choose.	B2
Duty 8 Follow Health and Safety and infection prevention and control guidelines carefully, alerting alert line manager immediately of any concerns in relation to Health and Safety issues and/or incidents including any near misses and record as required.	K1 K16 S4 S8 S13 S22
Duty 9 Protect people who use the service from abuse and improper treatment in accordance with Safeguarding regulations and policies, participating in the systems and processes established to report and support any investigation about any allegation or evidence of abuse, making sure relevant people are informed immediately you become aware of any issues.	K3 K5 K6 S1 S5 S6 S8
Duty 10 Work within agreed risk management guidelines and assist people who use the service in reducing risks to themselves and others, and promptly report all concerns with risks to line manager and relevant agencies.	K3 K5 K6 K8 S4 S8
Duty 11 Inform line manager and relevant agencies if any concerns or significant changes in an individual's needs and circumstances and report any concerns regarding vulnerable adults with immediate effect to appropriate person with suitable authority to act.	K1 K2 K4 K13 K14 K15 S4 S6 S8 S13 S14 S22 B2
Duty 12 Work within the service's quality assurance system as defined by policy and procedure, and support performance against the Key Lines of Enquiry (KLOE)	K1 K2 K13 K14 K16 K22 S1 S2 S4 S15 S16
Duty 13 Communicate and behave in ways that promote the health, safety and wellbeing of yourself, people using the service and colleagues and be accountable by making sure you can answer for your actions or omissions and support other colleagues in doing likewise.	K4 K14 S14 S15 S18 B2
Duty 14 Contribute to the improvement of the quality of healthcare, care and support through continuing professional development, maintaining	K18 K19 K20 S15 S16 S18 S20 S21

an up-to-date record of your training and development.	B4
Duty 15 Maintain a level of digital understanding to allow you to work with technology and devices required for your occupational role.	K16 K17 K19 K21 S14 S16 S17 S19 S20 B3

KSBs

Knowledge

K1: National standards, organisational policies and procedures, codes of conduct and ways of working that relate to own role.

K2: National legislation, policies and guidance in adult social care relating to health and safety within the scope of own role.

K3: Human rights, equality legislation, organisational policies relating to equity, diversity and inclusion, where those with lived experience and colleagues are treated with dignity, respect and the impact on own role.

K4: Principles of a 'duty of candour' and 'duty of care'.

K5: Local safeguarding board policies and procedures relating to safeguarding of adults in social care settings and how to escalate safeguarding concerns, including disclosures involving children and young people.

K6: The signs and types of abuse and neglect and ways to reduce the risk of abuse or neglect of individuals in adult social care settings.

K7: Person-centred approaches to develop relationships with individuals that support their health and wellbeing.

K8: Principles of positive risk-taking, including taking a person-centred approach to safety and contributing to dynamic risk assessment.

K9: Principles of positive and proactive care and support for those with lived experience, including techniques to proactively avoid or reduce escalation, de-escalate and manage conflict, and when and how to report concerns.

K10: Information, advice, and guidance activities which assist individuals being supported or their legally designated individual to make independent and informed choices from options available to them.

K11: The needs of those with lived experience and associated cognitive and physical conditions that impact their care and wellbeing.

K12: Meaning of 'capacity' and how an individual's capacity determines their ability to make informed decisions about their needs.

K13: Signs and symptoms of changes in the physical, mental capacity, mental health and wellbeing of individuals with lived experience and ways to monitor, record and report changes.

K14: How to communicate using verbal, written, non-verbal and digital methods to convey information responding to the needs of individuals, stakeholders and family members using person-centred approaches that are adaptable.

K15: Sources of internal and external support to help develop personal resilience and maintain wellbeing.

K16: Legal and organisational guidelines and policies for maintaining the security of information and data.

K17: Developments in digital working, communication and software.

K18: Sustainable working practices, including the efficient use of resources and how to recycle, reuse and safely dispose of waste in line with organisational policies.

K19: The Importance of continuous professional development, the benefits of lifelong learning and the links to relevant standards.

K20: The process for agreeing a personal development plan incorporating goal setting and career opportunities, feedback from supervision and other sources of support.

K21: How literacy, numeracy and communication skills impact on own role and sources of support to check own levels.

K22: Principles of safe and effective administration of medicines in accordance with national and organisational policies and the limitations of own role.

Skills

S1: Apply national standards, organisational policies and procedures, codes of conduct and ways of working that apply to own role.

S2: Follow national legislation, policies and guidance in adult social care settings, relating to health and safety within the scope of own role.

S3: Consider the human rights of individuals in adult social care settings, in line with organisational policies relating to equity, diversity and inclusion to support an open culture.

S4: Demonstrate a duty of candour, and duty of care acting in the best interest of individuals to ensure they do not come to harm.

S5: Follow local procedures when responding to and referring safeguarding concerns, including disclosures within scope of own role.

S6: Recognise signs of abuse or neglect, escalating and or reporting safeguarding concerns in line with organisational procedures.

S7: Apply a person-centred approach when developing relationships with individuals to support their health and wellbeing.

S8: Assist with conducting dynamic risk assessments, which focus on positive risk taking, to ensure the safety of yourself and others.

S9: Apply the principles of positive and proactive care and support for those with lived experience to proactively avoid or reduce escalation, de-escalate, and manage conflict.

S10: Customise information, advice and guidance to individuals with or without capacity or their representative to make informed, independent choices and decisions.

S11: Adapt approach to care and support for individuals with lived experience to meet their current and evolving cognitive and physical needs and conditions

S12: Recognise and respect how an individuals capacity determines their ability to make informed decisions about their needs

S13: Identify and respond to signs and symptoms of changes in the physical and mental capacity, mental health and wellbeing of those with lived experience, and monitor, record and report changes.

S14: Use appropriate communication methods that are adapted to respond to the needs of individuals, stakeholders and family members in adult social care settings, including verbal, written, non-verbal and digital communication.

S15: Develop personal resilience and access support to maintain wellbeing of self.

S16: Use record keeping systems to maintain clear and accurate records of interactions with individuals, and others ensuring security of information and data.

S17: Apply methods of digital working and communication and new care technologies to support improvements in own work setting.

S18: Support sustainable practices in the workplace.

S19: Record learning opportunities in line with organisational policies that support lifelong learning and meet the relevant standards.

S20: Record, use feedback and supervision to improve own practice to identify and support the development of individual goals and career opportunities.

S21: Contribute and agree to the personal development plan demonstrating support required for new learning goals and reflection on actual practice.

S22: Ensures safe and effective administration of medicines in accordance with national and organisational policies and the limitations of own role.

Behaviours

B1: Act in a person-centred, ethical and professional manner in the workplace

B2: Build and maintain positive relationships with the individual and those important to them, colleagues and other professionals.

B3: Take an organised and situational approach to complete tasks in a timely manner.

B4: Take personal responsibility to develop knowledge and skills, resilience and wellbeing, and continually seek to improve performance.

Qualifications

English and maths

English and maths qualifications form a mandatory part of all apprenticeships and must be completed before an apprentice can pass through gateway. The requirements are detailed in the current version of the apprenticeship funding rules.

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

Yes

Other mandatory qualifications

L2 adult social care certificate qualification approved by Skills for Care

Level: 2

Additional information: In 2021, the Department of Health and Social Care (DHSC) commissioned Skills for Care to develop a specification based upon the existing Care Certificate standards for a new, accredited and portable qualification, the Level 2 Adult Social Care Certificate qualification. The Level 2 Adult Social Care Certificate qualification is an Ofqual regulated qualification, requiring observational assessment and is expected to take a new learner around 6-8 months to complete. An experienced care worker may complete this in a shorter period of time. The qualification is available now to eligible non-regulated care staff, 19+ years.

Consultation

IfATE were part of the expert working groups held by DHSC to develop the qualification in response to the white paper.

IfATE worked with DfE who had concerns about the high starts and high withdrawal rates, which all contributed to two years working on the development of the qualification and apprenticeship.

Progression routes

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

Subject sector area

1.3 Health and social care