The Grey Matter Group

Improving lives through learning

Evidence Competence & Safety to Practice

Assessments Competence Recording | **Free: Workbooks, eLearning & Workshops** | **Award winning eLearning Blended Learning** | **Learner Management & Consultancy**

Extracts from Legislation & CQC

Fundamental Standards Replaced Essential Standards of Quality and Safety from April 2015
http://www.cqc.org.uk/content/regulations-service-providers-and-managers

Regulation 5 "Fit and proper persons" – directors must be competent.

Regulation 12 "Safe care and treatment" – Staff must be competent.

Regulation 18 "Staffing" – Use the Care Certificate to ensure staff are competent.

Regulation 19 "Fit & proper persons employed" – systems to assess competence & recruiting people of "good character".

CQC Guidance on how they will inspect against the Fundamental Standards
http://www.cqc.org.uk/content/regulation-18-staffing

Regulation 18.2a Providers must ensure that they have an induction programme that prepares staff for their role. It is expected that providers should follow the Care Certificate standards to make sure new staff are supported, skilled and assessed as competent to carry out their role. Staff should receive appropriate ongoing or periodic supervision in their role to make sure competence is maintained.

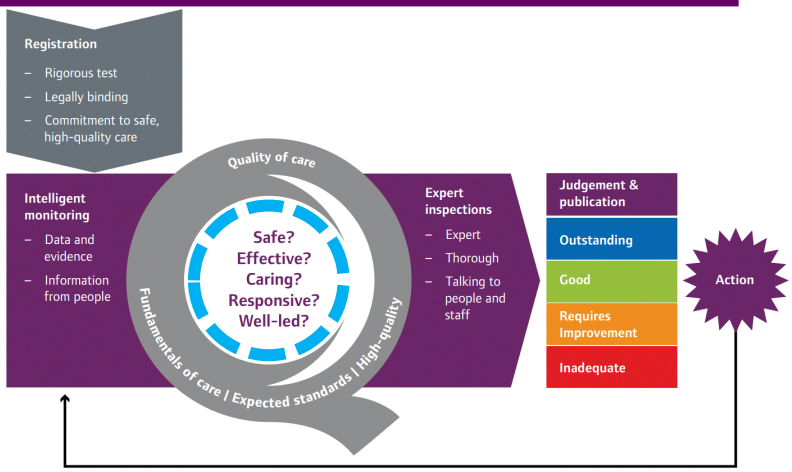
http://www.cqc.org.uk/content/regulation-19-fit-and-proper-persons-employed

Regulation 19.1b Providers should have systems in place to assess the competence of employees before they work unsupervised.

Key Lines of Enquiry (KLOE's):
http://www.cqc.org.uk/sites/default/files/20150327_celebrating_good_care.pdf

Achieving an outstanding rating is linked to continuous improvement.

TGMG can help you with Safe, Effective and Well Led.



CQC How we inspect - What information does Short Observation Framework for Inspection capture?
http://www.cqc.org.uk/content/short-observational-framework-inspection
Inspectors observe the **mood and engagement** of people using services and the **quality of staff interactions**. They also make notes on other aspects of care practice during their **observations.**

Info@TGMGroup.net 0345 873 0373

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CareCertificate.co.uk

Extracts from Skills for Care, Skills for Health & NHS HE England

Care Certificate Framework Assessor Document:
http://carecertificate.co.uk/wp-content/uploads/Care-Certificate-Framework-Document-Jan-2015.pdf

The Care Certificate will provide clear evidence that the worker has been assessed against a specific set of standards and has demonstrated they have the **skills, knowledge and behaviours** to ensure that they provide **compassionate and high quality** care and support ***page 2***.

The Care Certificate Framework - ensuring that there is a record of the assessment decisions that is auditable ***page 2***.

The assessment of the Care Certificate should be as rigorous as the assessment of any formal qualification.

The employer must be confident that the person assessing is competent to assess ***page 3.***

Evidence of performance **must be undertaken in the workplace** during the learners' **real work activity** and **observed** by the assessor ***page 4***.

Certificates of attendance, attendance on study days or eLearning, without assessment of what has been learnt, is not evidence towards the Care Certificate ***page 5.***

Documentation of assessment and evidence of practice is the **responsibility of the worker** and their employer; the **evidence may be recorded** ...**online** ***page 6*** *(Recording Assessment Decisions)*.

Skills for Care Guidance – Induction, Learning and Development
http://carecertificate.co.uk/induction-learning-development/

It is not realistic to cover the full scope of the Care Certificate using external learning provision alone ***page 7.***

Whilst the CQC expect staff to be supervised and assessed as competent, they **do not prescribe** how learning and development is delivered ***page 13***.

Ongoing Learning and Development in Adults Social Care (beyond the Care Certificate / Refreshers)
http://carecertificate.co.uk/wp-content/uploads/Ongoing-learning-and-development-guide-with-highlights.pdf

Assess the Success of Learning: *The Skills for Care guidance matches TGMG's competence flowchart* ***page 9.***
http://carecertificate.co.uk/wp-content/uploads/2015-Managers-Guide-1.pdf

All Learning and Development should be assessed to ensure it is effective ***page 9.***

It is recommended that a formal re-assessment of competence takes place at least annually ***page 9.***

Monitor and re-assess competence including feedback from people you support, family and friends, and observations to make the evidence person centred ***page 9.***

New Workers: It is not enough to accept course certificates as evidence as competence ***page 9.***

Learning and Development Decision Flowchart: Complete and record annual holistic assessment of competence ***page 12.***

This Skills for Care guidance demonstrates is the culture change in the sector that the Care Certificate has set in motion because now it is much more important to complete annual assessments of competence and deliver learning based on the identified gaps which is exactly what TGMG support you to do.

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