

## Care Skillsbase: Skills Check 22

### Briefing Colleagues on Policies and Procedures

#### Interviewer's pack

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Summary	
<b>Suitable for</b>	Senior care/support worker
<b>Skill checked</b>	Reading
<b>Covers</b>	Language and concepts associated with procedures and standards
<b>Learning for interviewer</b>	Can the member of staff understand and appropriately summarise and explain written information on procedures and standards?
<b>Learning for member of staff</b>	Importance of making complex information available and accessible to colleagues
<b>Approx time needed</b>	Total: 30 minutes (15 minutes for Skills Check and 15 minutes for feedback)
<b>How it works</b>	Offers information on procedures and standards and asks person to summarise and explain information. Discuss the person's answers to check understanding.
<b>Notes</b>	Some writing (brief notes) required. Opportunity for short role play: the interviewer takes the role of the colleague; the person explains procedures and standards to the interviewer.
<b>Before you start</b>	Read the <b>general guidance</b> in the <b>Skills Check</b> area of the Care Skillsbase website.

**We welcome suggestions to improve this Skills Check. Please use the contact form on our website at [www.scie.org.uk/careskillsbase](http://www.scie.org.uk/careskillsbase)**

# Understand the Job: Briefing Colleagues on Policies and Procedures

Effective communication is vital in health and social care. Use this activity to learn more about the **communication skills** you will be using in your job.

First, write your name and today's date on the line below.

(First name)

(Last name)

(Date: Day-Month-Year)

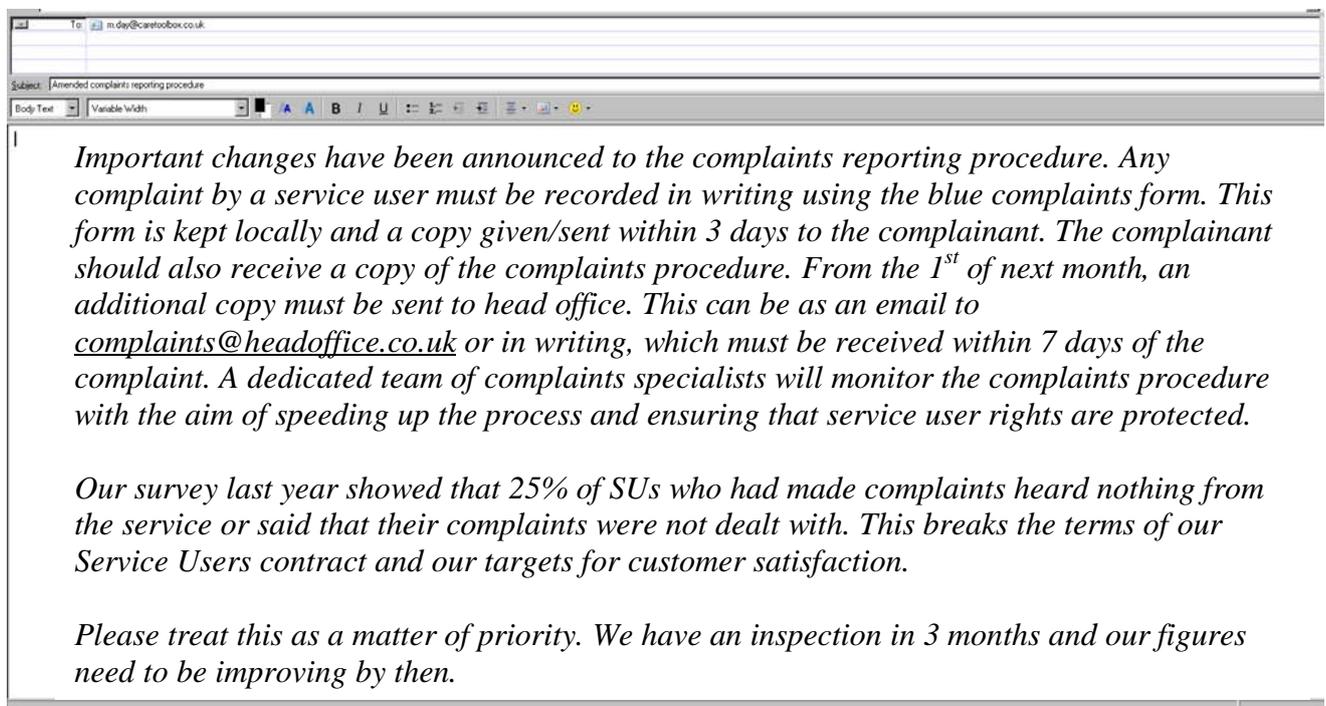
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## 1. Did you know?

Care standards are rising all the time. That's really good news for the people who use our services, but it means that care workers need to be aware of some quite complicated information. Making sure they are aware of it is vitally important.

## 2. Change to procedure

Read this email from a care organisation's head office.



Imagine you had to brief colleagues about the changes described in the email.

Note the information you would include in your briefing here:

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## Understand the Job: Briefing Colleagues on Policies and Procedures (continued)

### 3. Explaining a Code of Practice

Read this extract from the official Code of Practice\* for social care workers.

#### **Code of Practice for Social Care Workers**

The Code of Practice for Social Care Workers is a list of statements that describe the standards of professional conduct and practice required of social care workers as they go about their daily work. It forms part of the wider package of legislation, practice standards and employers' policies and procedures that social care workers must meet. Social care workers are responsible for making sure that their conduct does not fall below the standards set out in this code and that no action or omission on their part harms the wellbeing of service users.

#### **Social care workers must:**

Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

This includes:

- Meeting relevant standards of practice and working in a lawful, safe and effective way.

\*Note: this code was created in 2002 by the Care Council for Wales, the General Social Care Council, the Northern Ireland Social Care Council and the Scottish Social Services Council.

How would you explain what the extract says to a new member of your team, who has not heard of the Code? Note the key information to include in your explanation here:

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<b>Feedback form</b>	Date:			
Staff member's name				
Staff member's job title				
Interviewer's name				
Interviewer's job title				
<b>1. Interviewer's view</b>	The member of staff ...	<b>No</b>	<b>Partly</b>	<b>Yes</b>
a. Used reading skills effectively.				
b. Understood what key words and ideas mean for their work.				
<b>2. Interviewer's reasons</b>	The member of staff ...	<b>No</b>	<b>Partly</b>	<b>Yes</b>
a. Read the activity sheet unaided, with understanding.				
b. Completed the activity accurately (showing good reading comprehension).				
c. Completed the activity within the allocated time (showing ability to use written information quickly).				
d. Demonstrated understanding of all key words and concepts.				
<b>3. Next steps to help develop skills and knowledge for the job</b>		<b>Yes</b>	<b>No</b>	
a. Interviewer will arrange monitoring, feedback and support from a supervisor.				
b. Interviewer and member of staff will plan personal development to improve member of staff's understanding of key social care words and ideas.				
c. Interviewer and member of staff will plan personal development to improve member of staff's reading skills.				
<b>4. Interviewer's signature</b>	<b>Staff member's signature</b>			

*Use the other side of this sheet for notes.*

<b>Personal development form</b>	Date:	
Staff member's name		
Staff member's job title		
Interviewer's name		
Interviewer's job title		
<b>1. Learning aim: to work safely and meet quality standards, the member of staff should develop the following reading skills</b>	<b>Tick (✓) if 'yes'</b>	
a. General reading skills (to understand written information quickly and accurately).		
b. Care work reading skills (to deal effectively with work-related written information).		
c. Care vocabulary (to understand key words and ideas and how they relate to the job).		
<b>2. How will the learning happen?</b>		
<b>3. What support and resources will be needed to make the learning successful?</b>		
<b>4. When will the learning happen?</b>		
<b>5. How will we know the learning has been successful?</b>		
<b>6. Progress review date</b>		
<b>7. Interviewer's signature</b>	<b>Staff member's signature</b>	