

Care Skillsbase: Skills Check 1

Talking about the Principles of Care

Interviewer's pack

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Summary	
Suitable for	Care/support worker, administrator/office worker, ancillary worker
Skill checked	Spoken communication
Covers	Language and concepts associated with the principles of care
Learning for interviewer	Can the member of staff discuss the principles of care with understanding?
Learning for member of staff	Principles of care, use of standards to define quality, person-centred care
Approx time needed	Total: 30 minutes (15 minutes for Skills Check and 15 minutes for feedback)
How it works	Offers information on the principles of care. Use it to develop a short discussion. Use the discussion to check the person's spoken communication skills.
Notes	Let the person read Part 1 to themselves then discuss together. Repeat for Parts 2 and 3. If the person cannot read, read it to them.
Before you start	Read the general guidance in the Skills Check 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

Understand the Job: Principles of Care

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)

1. How would you like to be cared for?

Here is what one person said about the sort of care they would like.

One day, I may need someone to care for me. When that day comes, I know what I want.

I want the people who care for me to:

- be polite to me and my family
- be careful not to embarrass me
- help me do as much as I safely can for myself
- let me be alone when I want
- share what they know about me only with people who need to know.

Most important of all, I want the people who care for me to:

- ask me how I want to be cared for
- listen to me when I tell them.

If the people who care for me cannot look after me in the way I want, then I hope they will:

- explain why not
- find another way to care for me that I am happy with.

Do you agree with this? If you were in care, which of these things would matter most to you?

2. Did you know?

Quality matters in care. Quality means how good a thing is.

To judge how good care is, we use standards. Standards are official documents that explain how things should be done. Care standards explain how to provide care. They come from government organisations. There are standards for **care organisations** and standards for **care workers**.

Do you think standards are useful? Why?

3. Important words

We try to tailor our care to the needs of the person we are caring for. This is called **person-centred care**.

Here are some words about person-centred care from the standards for care.

Individuality	Privacy	Respect	Rights	
Choice	Independence	Dignity	Partnership	Confidentiality

Which **three** of these words mean most to you? Why? How do these words relate to **your** work?

Feedback form	Date:			
Staff member's name				
Staff member's job title				
Interviewer's name				
Interviewer's job title				
1. Interviewer's view	The member of staff ...	No	Partly	Yes
a.	Used spoken communication effectively one-to-one.			
b.	Understands what key words and ideas mean in relation to his/her work.			
2. Interviewer's reasons	The member of staff ...	No	Partly	Yes
a.	Expressed him/herself clearly, appropriately and with confidence.			
b.	Showed understanding of specialist care words and ideas; was able to relate them to his/her own work (care knowledge).			
c.	Spoke in a way that was easy to understand (pronunciation).			
d.	Found the words s/he wanted, or explained effectively with other words (general vocabulary).			
e.	Used clear, grammatically accurate language (grammar).			
f.	Spoke at a normal pace, without long pauses, repetition or self-correction (fluency).			
g.	Understood and responded appropriately to instructions and questions (listening).			
3. Next steps to help develop skills and knowledge for the job		Yes	No	
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 spoken communication skills.			
4. Interviewer's signature	Staff member's signature			

Use the other side of this sheet for notes.

Personal development form	Date:	
Staff member's name		
Staff member's job title		
Interviewer's name		
Interviewer's job title		
1. Learning aim: to work safely and meet quality standards, the member of staff should develop the following knowledge and skills		Tick (✓) if 'yes'
a. Speaking and listening skills: to communicate clearly and with confidence on the job.		
b. Specialist care terms: to understand and relate key words and ideas to his/her job.		
English language skills		
c. Pronunciation: to speak in a way that is easy for others to understand.		
d. General vocabulary: to be able to find the right words when talking.		
e. Grammar: to help express ideas in precise, accurate language.		
f. Fluency: to speak at a normal pace, without long pauses, repetition, self-correction.		
g. Listening comprehension: to understand questions, requests, instructions.		
2. How will the learning happen?		
3. What support and resources will be needed to make the learning successful?		
4. When will the learning happen?		
5. How will we know the learning has been successful?		
6. Progress review date		
7. Interviewer's signature	Staff member's signature	