

Care Skillsbase: Skills Check 9

Care plans

Interviewer's pack

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Summary	
Suitable for	Care/support worker, administrator/office worker
Skill checked	Reading
Covers	Language and concepts associated with care plans
Learning for interviewer	Can the member of staff understand written information on care plans?
Learning for member of staff	Making entries on a care plan
Approx time needed	Total: 30 minutes (15 minutes for Skills Check and 15 minutes for feedback)
How it works	Offers information about care plans and asks the person to fill in a partly completed care plan. Discuss the person's answers to check understanding.
Notes	Small amount of writing required. Show the person your organisation's care plan afterwards.
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: Care Plans

For general use

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. Did you know?

All service users have a **personal care plan**. The plan contains **personal information** about their history, needs, preferences and what care they have **agreed** to. Look at the care plan below.

Marden Homes RESIDENT'S PROFILE			Admission date 23/12/12
Title <i>Mr</i>	First Name	Last Name	DoB
Address <i>12 Willow Place Beeton SW4 6CS</i>	Tel.	Marital status	G.P. Tel. 09231 456328
Contact name & address <i>Mrs Ivy Lewis 14 Willow Place Beeton SW4 6CS</i>	Relationship <i>Sister</i> Tel. 08978 433333	Next of kin name & address <i>David Kerr Hill House Iverdown OP3 4TH</i>	Relationship Tel. 08978 000999
Medical history			
Diagnosis <i>Post stroke</i>	Allergies	Medication – comments <i>Thyroxine, aspirin</i>	Other information <i>Glaucoma Hypertension</i>
Reason for admission <i>Unable to cope at home</i>	Mobility <i>Very weak left side; wheelchair dependent</i>	Anxieties <i>Worried he won't be understood</i>	Mental awareness <i>Aware but unable to communicate well - speech slow and slurred</i>
Other information			
Dietary requirements	Equipment	Interests <i>Plays bridge, likes to watch TV sport esp. rugby</i>	Past occupation
Religion <i>CoE</i>	Other comments <i>Mr Kerr was very active before his stroke. He swam every week, read the paper, enjoyed the church socials and visited his sister most days. Daughter and grandchildren in Australia.</i>		

2. Now fill in the gaps

Use the information in the table below to fill in the gaps in the care plan. Write the **number** of each piece of information in its correct **place** in the care plan.

(1) vegetarian; low salt	(2) wheelchair, spectacles	(3) Ian	(4) son
(5) Dr Mary Cornwall	(6) Kerr	(7) peanuts	(8) widower
(9) 14/06/39	(10) 07743 567435	(11) teacher	

Understand the Job: Care Plans

For domiciliary use

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. Did you know?

All service users have a **personal care plan**. The plan contains **personal information** and also **information** about what needs to be done on each visit. Look at the care plan below.

Marden CARE Service user details			Date of 1st visit 23/12/12
Title <i>Mr</i>	First Name	Last Name	DoB
Address <i>12 Willow Place Beeton SW4 6CS</i>	Tel.	Marital status	G.P. Tel. 09231 456328
Contact name & address <i>Mrs Ivy Lewis 14 Willow Place Beeton SW4 6CS</i>	Relationship <i>Sister</i> Tel. 08978 433333	Next of kin name & address <i>David Kerr Hill House Iverdown OP3 4TH</i>	Relationship Tel. 08978 000999
Marden Care contact <i>Linda Foreman</i>	Marden Care tel. 08978 433333	Access details	
Medical history			
Diagnosis <i>Post stroke</i>	Allergies	Medication – comments <i>Thyroxine, aspirin</i>	Other information <i>Glaucoma Hypertension</i>
	Mobility <i>Very weak left side;</i>	Anxieties <i>Worried he won't be understood</i>	Mental awareness <i>Aware but unable to communicate well - speech slow and slurred</i>
Other information			
Dietary requirements	Equipment	Interests <i>Plays bridge, watches TV sport esp. rugby</i>	Past occupation
Religion <i>CoE</i>	Other comments <i>Mr Kerr was very active before his stroke. He swam every week, read the paper, enjoyed the church socials and visited his sister most days. Daughter and grandchildren in Australia.</i>		

2. Now fill in the gaps

Use the information in the table below to fill in the gaps in the care plan. Write the **number** of each piece of information in its correct **place** in the care plan.

(1) vegetarian, low salt	(2) spectacles, zimmer frame	(3) Ian	(4) son
(5) Dr Mary Cornwall	(6) Kerr	(7) peanuts	(8) widower
(9) 14/06/39	(10) 07743 567435	(11) teacher	(12) Through side door in extension

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 reading skills effectively.				
b. Understood what key words and ideas mean for their work.				
2. Interviewer's reasons	The member of staff ...	No	Partly	Yes
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.				
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 reading 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 reading skills		Tick (✓) if 'yes'
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).		
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	