

Care Skillsbase: Skills Check 11

Understanding Written Policies

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 written policies
Learning for interviewer	Can the member of staff understand written policies?
Learning for member of staff	The need to be aware of and adhere to written policies
Approx time needed	Total: 30 minutes (15 minutes for Skills Check and 15 minutes for feedback)
How it works	Offers information about written policies and asks reading comprehension questions. Discuss the person's answers to check understanding.
Notes	To check if person has answered from general knowledge, ask them to show you where in the text they found the answers. Address any knowledge gaps after the Skills Check.
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

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?

People who work in social care **must** know about their own organisation's written **policies and procedures**. Sometimes, you may need to explain these policies and procedures to other people: service users, their families, your colleagues, workers from other agencies. Policies and procedures are written to be clear and unambiguous, but, because they deal with complicated matters, they can be tricky to understand. If you find something unclear, **always ask your manager what it means**. Remember, your job **requires** you to understand your organisation's policies and procedures.

How well do you understand your organisation's policies and procedures?

Not at all I understand some of them Fairly well I understand them fully

2. Decide how clear these policy statements are

First, read the policy statements in the box below.

Confidentiality

Service users have a right to expect that our services will hold information about them in confidence.

All staff have a statutory obligation to safeguard the confidentiality of personal information.

An individual may agree to allow certain information to be disclosed, however, they can change the terms of their consent or withdraw it at any time.

Disclosure of personal information without consent may be justified where failure to do so may expose the individual or others to risk of serious harm. Even in these circumstances you should always try to get consent. However, the personal safety of individuals always takes precedence over the right to confidentiality.

Now decide if the sentences below agree with the policy statements **in the box**.

If the sentence **agrees** with the policy statements, circle **True**. If it does **not** agree, circle **False**.

If there is **nothing about the sentence** in the policy statements, circle **Not given**.

- | | |
|---|--------------------------|
| a. It is against the law to share private information about a person. | True / False / Not given |
| b. Families are allowed to see a relative's personal information. | True / False / Not given |
| c. The service user decides who is allowed to know what about them. | True / False / Not given |
| d. Better to break confidentiality than expose someone to danger. | True / False / Not given |

Understand the Job: Understanding Written Policies

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?

People who work in social care **must** know about their own organisation's written **policies and procedures**. Sometimes, you may need to explain these policies and procedures to other people: service users, their families, your colleagues, workers from other agencies. Policies and procedures are written to be clear and unambiguous but, because they deal with complicated matters, they can be tricky to understand. If you find something unclear, **always ask your manager what it means**. Remember, your job **requires** you to understand your organisation's policies and procedures.

How well do you understand your organisation's policies and procedures?

Not at all I understand some of them Fairly well I understand them fully

2. Decide how clear these policy statements are

First, read the policy statements in the box below.

Gifts, Wills and Pecuniary Interests

Employees must not accept money or reward for their services, other than their proper wages.

If you are offered presents or hospitality from service users, their families, friends or carers you should politely refuse and report the offer to your line manager at next supervision or next contact, whichever is soonest. Token gift or hospitality of a very limited nature, excluding money, on special occasions may be accepted where it is clearly of little material value and to refuse would cause distress. It must be made clear that there is no expectation of such gifts and you must report it to your line manager at the earliest opportunity.

All employees and their families are precluded from being involved in making or benefiting from service users' wills and may not solicit any other forms of bequest or legacy. An employee may not act as witness or executor or be involved in any way with any legal document. If your advice or assistance is sought you must report this immediately to your line manager.

Failure to follow these instructions may lead to disciplinary action including dismissal.

Now decide if the sentences below agree with the policy statements **in the box**.

If the sentence **agrees** with the policy statements, circle **True**. If it does **not** agree, circle **False**.

If there is **nothing about the sentence** in the policy statements, circle **Not given**.

- | | |
|--|--------------------------|
| a. Carers cannot accept any money for their work except their wages. | True / False / Not given |
| b. Carers can witness legal documents for service users. | True / False / Not given |
| c. Carers cannot accept any presents from service users or their families. | True / False / Not given |
| d. You can be dismissed if you accept a gift from a service user. | True / False / Not given |

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	