

## **Review of the Care Certificate - Specification**

### **Context**

The Health Care Support Worker (HCSW) 2020 Programme seeks to recruit people new to healthcare and to reduce the vacancy rates of HCSWs to as close to zero as is operationally feasible.

The Programme has identified a need to induct HCSWs in a timely, efficient and consistent manner alongside corporate induction and core training. Additional support is also needed to mitigate attrition and promote continuous professional development alongside career planning for HCSWs to improve retention.

The enhanced induction workstream is the programmes' response to addressing these needs. Health Education England have been commissioned as the primary delivery partners, in collaboration with key stakeholders to develop an accelerated delivery model employing a blended learning approach to support more expedient induction. It also includes a refresh and rebrand of the Care Certificate to reflect the new audiences becoming HCSWs through the HCSW2020 Programme.

### **Background of the Care Certificate**

The Care Certificate was developed jointly by [Health Education England](#), [Skills for Health](#), and [Skills for Care](#).

The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It is made up of the 15 minimum standards that should be covered for people 'new to care' and should form part of a robust induction programme.

The certificate is based on 15 standards and each standard is underpinned by full learning outcomes and assessment criteria and are listed as follows:

- Understand your role
- Your personal development
- Duty of care
- Equality and diversity
- Work in a person centred way
- Communication
- Privacy and dignity
- Fluids and nutrition
- Awareness of mental health, dementia and learning disability
- Safeguarding adults
- Safeguarding children
- Basic life support
- Health and safety
- Handling information
- Infection prevention and control.

Further details can be found on HEE's and Skills for Health's websites.

### **Project requirements**

- 1) Care Certificate Review objectives to ensure:

- a. That the Care Certificate offers a structured practical induction programme for new HCSWs which can be accelerated to ensure new HCSWs are effectively prepared for their roles across all clinical environments
- b. The review should reflect the Care Certificate's important history and is future focused, reflecting the current and future pressures facing the health and care landscape, including Covid-19 as well as reflecting the new audiences accessing it.
- c. Re-engage with stakeholders to ensure it continues to meet the needs of all clinical settings.
- d. Considers how the Care Certificate can be used to ensure individuals new to healthcare are furnished with a foundational practical knowledge of providing care prior to joining the clinical workforce.

N.B. Work to be completed by September 2021.

## 2) Maintenance and strategic management of the Care Certificate

- a. Management and Chairing of the quarterly Care Certificate Steering group including managing outputs from the group
- b. Planning and operational management of the development of new resources including revision of the Care Certificate webpages and an NHS Futures page for access by the Care Certificate Network
- c. Support NHSE/I with the development and embedding of the Accelerated Care Certificate
- d. Management and chairing of the bi monthly operational group
- e. Close working with e-learning for healthcare to provide specialist advice on the e-learning developments and resources for support workers/assessors
- f. Development and facilitation of monthly Care Certificate webinars, to include programme development, chairing and follow up contacts
- g. Troubleshooting and support of Care Certificate Network queries
- h. Development of webinar and social media presence for support workers
- i. Monthly reports on progress

N.B. Work to be completed by June 2022.

### **To achieve the above outcomes, the provider must be able to evidence/demonstrate:**

- Comprehensive experience of the development of the National Care Certificate and its resources with experience of providing extensive technical advice and guidance to employers and other stakeholders including HEE, NHS England/Improvement, Dept of Health and Social Care, Skills for Health and Skills for Care.
- Technical expertise in the development of e-learning modules including the interface between these and the Care Certificate Standards with experience and engagement with e-Learning for Healthcare, including authoring and quality assuring of products.
- Strong communication skills with the Care Certificate Network, Operational and Steering groups and the stakeholder organisations supporting its ongoing role within health and care preparation of support workers.
- Good links with organisations including, but not limited to, Dept of Health and Social Care, Institute for Apprenticeships, HEE, NHS England, NHS organisations (incl Trailblazer Chairs and Trade Unions) and NHS Trusts
- Of being able to provide and receive highly complex, sensitive or contentious information and support delivery of such information to a wide range of differing groups, often at a very senior level.
- Well versed in the management of remote working networks, and able to deliver monthly webinars to the network leads (250+) and ensuring communication and sharing of best practice,

country wide across Health and Care. Act as the main conduit for queries and requests during ongoing management of the Care Certificate.

- Expertise in the development of board papers and business cases for the expansion and enhancement of the Care Certificate
- Ability to deal with controversial aspects of the Care Certificate and manage the strategic challenges of supporting a product that is an expected standard within both sectors, including dealing with the complexities of the needs of both sectors whilst sustaining a cross sector core of knowledge for the learners undertaking it.
- Responding to press enquiries, managing social media, liaison with key stakeholders, statutory regulators and professional bodies with regard to the development of the ongoing resources and review of the Care Certificate.
- Ongoing technical advice provided to HEE and other stakeholders regarding the complexities of the standards and the uptake of the Certificate across both sectors

### **Reporting and management**

The provider will:

- Provide monthly highlight reports to HEE, including highlights, risks and issues
- In terms of governance, the supplier will attend and report to the following groups:
  - Oversight Group (HEE, NHSE/I, Skills for Care), Care Certificate Employer Network (Skills for Care, Skills for Health), Talent for Care Implementation Group, NHSE/I Project Lead, HEE Talent for Care Project Lead.

### **Financial Envelope**

The maximum financial envelope for the contract is £50,000, exclusive of VAT.

### **Contract**

The Contract T&Cs are attached, and the length will be for one year.