

Principle 1: Promotion of Dignity

Competence 1.1: Communication and Observation Skills

- a) When you arrive at a service user's home, introduce yourself and show identification
- b) Assume that you address the service user formally, unless they ask you not to (e.g. Mrs. Brown or Mr. Smith)
- c) Listen carefully to what the service user is saying during all verbal communication
- d) Watch your service user carefully when they are communicating and respond to non-verbal communication
- e) Make sure the service user knows that you understand what they are communicating to you
- f) If a service user has communication difficulties, help them to express themselves without being patronising or making assumptions
- g) Be aware of what types of support are available to a service user if they have difficulties with communication
- h) Ask permission before you start to undertake any tasks to ensure that the service user understands what you are about to do
- i) When providing care to a service user, explain what you are doing at each stage
- j) Encourage your service user to use any aids to communication that they normally use and ask permission to check that they are in working order and clean
- k) Make sure that written communications in care diaries and personal plans are clear, understandable and acceptable to the service user

Competence 1.2: Respect

- a) Speak to your service user respectfully
- b) Respect your service user's preferences and lifestyle
- c) When working with a service user, take your time during tasks and show patience
- d) Be aware of the sensitivities a service user may feel when they are required to accept a care service in their home

Competence 1.3: Range of Social Relationships

- a) Help your service user to keep in touch with family, friends and neighbours, but only if this is what they want
- b) Be aware of your service user's interests and hobbies if appropriate, and have an idea of where you may get more information about them

Principle 2: Maintenance of Privacy

Competence 2.1: Confidentiality

- a) Be aware of your organisation's policy on confidentiality, that you know the limits of confidentiality and what you should do if you have to pass on sensitive information
- b) Avoid speaking about your service user to anyone other than people who are directly involved in their care, and let your service user know when you have to do this
- c) Avoid speaking to any of your service users about other people you look after
- d) Avoid talking to your service user about your own circumstances and problems
- e) Only give information to people when you are sure of their identity
- f) Make sure that in written communications, only the information relevant to the care you provide is supplied (e.g. personal plans, care diaries etc)

Competence 2.2: Privacy

- a) Always ring or knock before going into a service user's home. Do not assume, even if you visit daily, that you can enter a person's home without permission
- b) Only go into the rooms of the service user's house which are necessary to the care you have been asked to give
- c) Understand the difference between taking an interest in the service user and intruding into their private life
- d) Avoid discussing the service user's care with their family and friends, unless the service user has given their permission for you to do so
- e) Ensure that the information you have about your service user is relevant to their care and is free from gossip and speculation

Competence 2.3: Respect for Property

- a) Only read the service user's mail if you are asked to do so
- b) Take care with the service user's personal property

Principle 3: Promotion of Individuality

Competence 3.1: Rights and Range of Choices

- a) Ask your service user how they like things to be done, and make sure you respect their decisions
- b) Pay close attention to what your service user likes to wear, eat, where they like to go and when they like to do things
- c) Explain, in a way that your service user can understand, why any particular choice may not be possible

Competence 3.2: Roles and Responsibilities

- a) Understand how to contribute to developing a service user's personal plan and who to involve if any changes are needed
- b) Know the limits of your role as a care worker and be aware of the roles of other members of the care team
- c) Know your organisation's policy on accepting gifts
- d) Be aware of the risks of becoming inappropriately involved with your service users or members of their household
- e) Be aware of your organisation's complaints procedure and if necessary, assist service users to express their view of the service they receive
- f) Demonstrate that you are reliable and dependable

Principle 4: Safety, Security and Promotion of Well-Being

Competence 4.1: Coping with Emergency Situations and Unexpected Events

- a) Make sure you know the emergency policies and procedures of your organisation
- b) Make sure you understand what to do in an emergency
- c) Know who to contact and how to contact them in an emergency, accident or violent incident

Competence 4.2: Working in a Lawful, Safe and Effective Way

- a) Make sure that you have knowledge of basic first-aid procedures for emergencies you may encounter in your work as a home care worker
- b) Be able to demonstrate appropriate moving and handling techniques
- c) Use equipment provided appropriately and only if you have had training
- d) Know what you should do if you identify any hazards in the home
- e) Know what action to take if you suspect that something is wrong in your service user's home when you arrive
- f) Inform your supervisor if you do not feel able or adequately prepared to carry out any aspect of your work
- g) Feel confident to request any relevant training opportunities from your supervisor

Competence 4.3: Protection from Abuse, Neglect and Exploitation

- a) Recognise signs and symptoms of abuse, bullying, neglect or exploitation in your service user and know who to talk to if you have any concerns
- b) Be aware that as a home care worker, you may be at risk of abuse or exploitation. You must be confident that you know what to do in such a situation

Competence 4.4: Understanding Stress, Rest and Relaxation

- a) Recognise signs and symptoms of stress in service user and their family carer and know what to do
- b) Recognise signs and symptoms of stress in yourself and take necessary steps to alleviate them

Principle 4: Safety, Security and Promotion of Well-Being

Competence 4.5: Maintenance of Hygiene: Food, Personal and Household

- a) Be able to demonstrate safe food preparation, handling and storage
- b) Know the causes of food poisoning and contamination and how to prevent them
- c) Understand how to control the spread of infection
- d) Know why and be able to demonstrate how and when you should wash hands properly and how to use protective equipment
- e) Know how to dispose of waste safely and properly
- f) Know why and be able to demonstrate how you should maintain cleanliness of the person, equipment and environment
- g) Make sure that appliances are clean and in good working order (e.g. hearing aids, spectacles, Zimmer frame, walking stick, wheelchair, tripod)

Competence 4.6: Use of Medication Guidelines

- a) Use the Medication Guidelines provided when dealing with the service user's medicine
- b) Know who to refer to if any problems or misunderstandings arise about the service user's medication

Principle 5: Promotion of Achievements and Avoidance of Creating Dependence

Competence 5.1: Providing a Service that Avoids Creating Dependence

- a) Listen to what the service user would like you to do during their care and show patience if they wish to do things for themselves
- b) Try to think of ways to help your service user to do as much as possible for themselves
- c) Be aware that the interests of your service user may conflict with the wishes of their family carer and that your responsibility lies mainly with your service user
- d) Know how and to whom you should report any concerns about time spent on tasks with your service user

Competence 5.2: Providing a Service that Supports Independence

- a) Understand your role as a home care worker in supporting the independence of your service users
- b) Know who to talk to if you think use of aids may help your service user to maintain their independence

Principle 6: Promotion of Equality and Diversity

Competence 6.1: Awareness of Disability Discrimination Act and Race Relations Act (and other Charters, Policies and Guidelines)

- a) Be aware of discriminating against the individuals on grounds of race, gender, age or disability in your work as a home care worker
- b) Be aware of your language and behaviour which may be discriminatory to different people
- c) If necessary, be prepared to draw other people's attention to language or actions which are discriminatory

Competence 6.1: Understanding Human Rights, Discrimination, Stereotyping and Prejudices

- a) Understand that people live their lives in different ways and that the service you provide does not interfere with their rights to do so
- b) Dress appropriately with regard to your service user's cultural sensitivities
- c) Know about and support your service user's social, cultural and religious beliefs which affect their lives
- d) Do not make judgements about other people who live in your service user's home

Principle 7: Personal Care

Competence 7.1: Understanding Your Job When Delivering Personal Care

- a) Try to understand how it feels to need help with the most intimate tasks and how it may affect your service user's dignity
- b) Be able to explain what is meant by appropriate and inappropriate touching
- c) Avoid behaving in a judgemental or critical way if your service user has difficulties with personal hygiene and continence
- d) Avoid a patronising and over-protective approach to providing intimate care
- e) Make sure that you have the practical skills to carry out the tasks you are required to do
- f) Know who to speak to if you are asked to do something that you are not yet trained to do

Competence 7.2: Effective Provision of Meals, Food and Drink

- a) Know what the basic principles of a balanced diet are
- b) Be aware of any special dietary requirements your service users may have
- c) Encourage your service user to maintain a balanced diet while allowing for their personal choice
- d) Be aware of any possible difficulties with eating and drinking which your service user may have and give assistance when necessary

Competence 7.3: Hygiene and Bathing

- a) Understand the importance of being sensitive to the service user's own standards whilst encouraging high standards of personal hygiene
- b) Discuss the need for changing and laundering clothes with the service user
- c) Understand the need to observe the condition of the service user's skin when bathing and know when and to whom to report any changes

Competence 7.4: Skin Care, Foot Care and Oral Hygiene

- a) Understand the basic function of skin and the importance of it remaining intact
- b) Understand the importance of change of position to avoid damage to skin from continuous pressure
- c) Know how to protect skin from excessive pressure with the use of pressure relieving aids
- d) Be aware of the importance of keeping the skin on the feet clean and the need to keep toenails short
- e) Know who you should contact if you have any concerns about your service user's feet
- f) Be aware of the importance of a clean mouth and when necessary, help clean teeth or dentures

Principle 7: Personal Care

Competence 7.5: Continence

- a) Be able to explain what is considered normal bladder and bowel function and be aware of the factors which may influence continence
- b) Encourage the proper use of toilet facilities for service users who require assistance
- c) Be aware of the continence aids available and be able to describe how and when they are used
- d) Behave sensitively to the service user when helping them to use the toilet and when you have to discuss any other personal needs with them

Competence 7.6: Diabetes

- a) Understand the basic features of diabetes (e.g. what is diabetes?)
- b) Be aware of the importance of diet in diabetes and have a broad understanding of diet-related complications

Competence 7.7: Dementia Care

- a) Know what dementia is and have an awareness of the early signs
- b) Understand what effect dementia can have on a service user's ability to carry out daily activities
- c) Be aware of the need for extra sensitivity, patience and understanding when caring for a service user with dementia
- d) Avoid making judgements about unusual behaviour when caring for a service user with dementia

Competence 7.8: Dying, Death and Bereavement

- a) Understand that service users who are terminally ill or grieving may have particular needs
- b) Be careful about what you say and do not make assumptions about how your service user or their family may feel during dying or bereavement, as different people have different reactions at such times
- c) Make sure that you employ your listening skills more than usual during death and bereavement
- d) Make full use of your communication skills, both verbal and non-verbal, during death and bereavement and be aware of people's need for privacy