Care Certificate Compliance Policy

PRN-179: Care Certificate Compliance Policy

CAREHOPES™

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1. Policy Statement

CAREHOPES™ recognises the **Care Certificate** as the minimum essential competency standard for individuals undertaking entry-level health, care, support, companionship, community support, domiciliary support, healthcare assistant, rehabilitation support, and wellbeing support roles.

CAREHOPES™ is committed to ensuring that all relevant personnel possess the knowledge, skills, and behaviours required to deliver safe, compassionate, person-centred, and effective services.

The Care Certificate forms an essential foundation for safe practice and professional development.

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2. Purpose

This policy aims to:

- Promote safe and effective practice.
- Establish minimum competency expectations.
- Support service quality.
- Improve safeguarding awareness.
- Promote professional accountability.
- Protect service users.
- Support workforce development.

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3. Scope

This policy applies to:

- Healthcare Assistants
- Support Workers
- Care Workers
- Rehabilitation Assistants
- Community Support Workers
- Domiciliary Care Staff
- Supported Living Staff
- Wellbeing Support Workers
- Companion Support Workers where applicable

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4. Essential Requirement Status

CAREHOPES™ classifies the Care Certificate as an **Essential Professional Requirement**.

Employees undertaking relevant roles are expected to:

- Obtain the Care Certificate.
- Maintain evidence of completion.
- Demonstrate ongoing competence.
- Present certification upon request.

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5. Employee Responsibilities

Employees must:

- Complete all fifteen Care Certificate standards.
- Maintain evidence of achievement.
- Keep records up to date.
- Present certificates when requested.
- Identify refresher learning requirements.

Completion and maintenance of the Care Certificate remain primarily the responsibility of the individual employee.

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6. CAREHOPES™ Responsibilities

CAREHOPES™ will:

- Verify evidence of qualification.
- Record certification status.
- Identify competency gaps.
- Support employees through supervision.
- Signpost employees to approved providers.

CAREHOPES™ may assist employees in understanding how to access appropriate training opportunities.

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7. The Fifteen Care Certificate Standards

Employees are expected to demonstrate competence in:

1. Understand Your Role
2. Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person-Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of Mental Health, Dementia and Learning Disability
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information

15. Infection Prevention and Control

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8. Compliance Monitoring

Compliance may be monitored through:

- Recruitment checks
- Supervision
- Appraisals
- Quality audits
- Training reviews

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9. Failure to Comply

Failure to obtain or maintain the Care Certificate where required may result in:

- Additional supervision
- Development plans
- Restricted duties
- Delayed deployment
- Performance management processes

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10. Policy Review

This policy will be reviewed annually or following significant regulatory updates.