

Adult Social Care Organisations

Further to the Questions and Answers produced jointly in partnership with Health Education England, Skills for Health about the Care Certificate for all health and adult social care employers, Skills for Care has produced some additional clarity. This Adult Social Care – Additional FAQ reflects these and acts as an addendum to the joint list.

Is the Care Certificate intended for those working in children’s social care?

No. The Department for Education (DfE) is chiefly responsible for children’s social care. The DfE was not involved in the development of the Care Certificate and are not promoting its use in children social care settings.

Do ancillary support and other non-care workers within adult social care organisations have to do the Care Certificate?

The Care Certificate was not developed to be undertaken in its entirety by all workers within an adult social care organisation.

Roles such as receptionists, porters, cooks, kitchen staff, drivers, cleaners, finance clerks, etc. working within a health or adult social care organisation do not need to complete the Care Certificate.

The employer may deem that some parts of the Care Certificate are relevant to their role (for example, the employer may choose that all their staff undertake Safeguarding Adult and Children awareness training). Likewise, the employer’s own induction is likely to cover important training such as health and safety, assisting and moving, etc. if appropriate to the support staff member’s role.

Related resources: Care Certificate Standards, Care Certificate Framework

Do voluntary workers need the Care Certificate?

This will depend on their experience, role and responsibilities. The role of volunteers within adult social care organisations will vary. Where their duties are very limited, the employer can simply deliver the appropriate points of the Care Certificate alongside other induction training.



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If the volunteer undertakes the same scope of duties as any other care worker then the full Care Certificate should be met (if the volunteer is inexperienced and not worked in the health or adult social care sector previously). If the volunteer has previous experience, the organisation should check evidence and assess their competences.

Related resources: Care Certificate Standards, Care Certificate Framework, Care Certificate Mapping Document, Care Certificate Self-Assessment

When recruiting a new care worker, should we always look for a copy of the Care Certificate?

The Care Certificate was only introduced on 01 April 2015. Those working in the sector before this date will most likely not be able to provide a certificate but they should be able to evidence what training and qualifications they have undertaken with previous employers. It is the new employer's responsibility to ensure that they are confident in the competences of their workforce.

Related resources: Care Certificate Mapping Document, Care Certificate Self-Assessment Tool, Care Certificate "Certificate"

How do domiciliary care agencies assess the competence of those new to the sector?

The workplace assessment parts of the Care Certificate are equally important to those working in the community and homecare as any other health and adult social care service.

Regulated providers are expected to assess the competence of the new care worker before they start delivering care out of line of sight of a more experienced colleague. Sufficient time should be planned to enable the assessor to undertake this important part of the induction process.

Related resources: Care Certificate Framework, Resources for Assessors, Help for Home Care Providers

How do Shared Lives and live in care services assess the competence of those new to the sector?

If the service is regulated by the Care Quality Commission (CQC), there will be the expectation that those new to the sector are provided with the appropriate training, supervision and workplace assessment to meet the Care Certificate. Sufficient time must be planned to enable the assessor to undertake this important part of the induction process.

For some services, the care duties required by people needing care and support may be limited. Therefore, in such circumstances, the employer should arrange for the worker to be trained and assessed in all relevant parts of the Care Certificate and document this.

Related resources: Care Certificate Framework, Resources for Assessors, Practical Guidance for Shared Lives Services Delivering the Care Certificate

For Care Quality Commission (CQC) regulated adult social care providers, who signs the Care Certificate in the absence of the Registered Manager?

In the absence of the Registered Manager, it is recommended that the employer uses the most senior person (this may vary dependant on size of the care organisation but could include the Responsible Individual, a Director, Registered Nurse, Assistant Manager, Senior Care Worker or Registered Manager of another service within the same company, if relevant).

It would be useful to document alongside the staff record why this person was selected to sign off, with the aim to ask the appointed Registered Manager to counter-sign when they return or a new Registered Manager to sign if the original is replaced.

Related resources: Care Certificate “Certificate”

What can a worker do if they do not believe their induction training meets the Care Certificate standards?

If the care worker is concerned that the training, supervision and assessment is not providing them with the skills and competences needed for the role, they should discuss as a priority with their line manager. The majority of employers will want to support their new worker to have the appropriate skills for the role.

If the care worker has concerns about the appropriate training, supervision and assessment not being provided and unsafe practice exists, they may wish to notify the Care Quality Commission (CQC) or – if the employer is not a regulated provider – the local authority regarding safeguarding concerns.

Related resources: Care Certificate Framework, Care Certificate Guidance Document

Should the focus of staff inductions be limited to just the Care Certificate?

No. Every new member of staff will benefit from an induction that familiarises them with the service and provides the training, support and supervision that is needed for the role they undertake.

Whilst the Care Certificate is the minimum expected of those who are new to the sector, if their duties cover more than the scope of the Care Certificate then this training, support and supervision should be planned too.

If recruiting new workers with previous experience, the employer would be expected to induct them into the service but may customise what is covered in this process. An effective induction can help build trust and confidence leading to higher productivity and the retention of workers.

Related resources: On-going Learning and Development Guide, ACAS Advisory Booklet on Recruitment and Induction



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What should adult social care services consider when commissioning out some parts of the Care Certificate delivery?

Responsibility for the quality of the induction of new workers rests entirely with the adult social care service. For regulated services, the Care Quality Commission (CQC) will expect the service to internally deliver or commission high quality learning provision. Failure to do so can impact on the quality of care and meeting the CQC Fundamental Standards of Quality and Safety.

Adult social care services commissioning out some parts of the Care Certificate to a learning provider must carefully select these based on their ability to effectively train the care workers. Before commissioning any training, services should review the training materials, understand the experience and qualifications of those delivering the training, follow up references etc.

Related resources: Endorsed Learning Providers, Choosing Workforce Learning, On-going Learning and Development Guide