

“we’re helping to
create well trained
care staff”

common induction standards (2010 ‘refreshed’ edition)

progress log of standards

common induction standards (2010 'refreshed' edition) social care (adults, england)

progress log of standards

Worker's name:

Name of workplace:

The manager should sign against each outcome that has been achieved. It is important that the manager is satisfied of evidence of learning for each section before signing off the outcomes.

See also the guidance documents (for managers and others, and for workers) that accompany these standards.

The outcomes that are **highlighted** below are workplace-specific requirements, and they should be considered in relation to all workers new to the workplace, even if they have previously had induction training elsewhere.

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Standard 1. Role of the health and social care worker			
main area	outcome	additional information	manager's signature and date
1. Responsibilities and limits of your relationship with an <i>individual</i>	1.1 Know your main responsibilities to an <i>individual</i> you support	An <i>individual</i> refers to anyone accessing care or support; it will usually mean the person or people supported by the worker	
	1.2 Be aware of ways in which your relationship with an <i>individual</i> must be different from other relationships		
2. Working in ways that are agreed with your employer	2.1 Be aware of the aims, objectives and values of the service in which you work		
	2.2 Understand why it is important to work in ways that are agreed with your employer		
	2.3 Know how to access full and up-to-date details of <i>agreed ways of working</i> relevant to your role	<i>Agreed ways of working</i> include policies and procedures where these exist; they may be less formally documented among micro-employers and the self employed	
3. The importance of working in partnership with <i>others</i>	3.1 Understand why it is important to work in partnership with carers, families, advocates and <i>others</i> who are significant to an <i>individual</i>	<i>Others</i> e.g. own colleagues, other professionals across health and social care	
	3.2 Recognise why it is important to work in teams and in partnership with others		
	3.3 Be aware of attitudes and ways of working that help improve partnership with others		
4. Be able to handle information in agreed ways	4.1 Understand why it is important to have secure systems for recording and storing information	e.g Data Protection Act 1998 regarding handling of information	
	4.2 Be aware of how to keep records that are up to date, complete, accurate and legible		
	4.3 Be aware of agreed procedures for: <ul style="list-style-type: none"> ■ recording information ■ storing information ■ sharing information 	Includes manual and electronic systems	
	4.4 Be aware of how and to whom to report if you become aware that agreed procedures have not been followed		

Standard 2. Personal development			
main area	outcome	additional information	manager's signature and date
1. Competence in your own work role within the sector	1.1 Understand the main duties and responsibilities of your own work role		
	1.2 Be aware of <i>standards</i> and codes of practice that relate to your work role	<i>Standards</i> may include: <ul style="list-style-type: none"> ■ Codes of practice ■ Regulations ■ Registration requirement (Quality standards) ■ National Occupational Standards ■ Human Rights Act 	
	1.3 Be aware of how your previous experiences, personal attitudes and beliefs may affect the way you work		
2. Reflective practice	2.1 Understand the importance of reflective practice in continuously improving the quality of service provided		
	2.2 Know how to evaluate your own knowledge, performance and understanding against relevant standards		
3. Evaluating own performance	3.1 Understand the <i>functional level</i> of literacy, numeracy and communication skills necessary to carry out your role	<i>Functional level of skills</i> are the essential elements of literacy, numeracy and communication skills you need to operate confidently and effectively in your work	
	3.2 Be aware of ways to assess your current level of literacy, numeracy and communication skills	e.g. Skills for Life audit tools, Care Skillsbase	
	3.3 Know how to record progress in relation to your personal development		
4. Producing a <i>personal development plan</i>	4.1 Be aware of <i>sources of support</i> for your personal development	<i>Sources of support</i> may include: <ul style="list-style-type: none"> ■ formal or informal support ■ supervision ■ appraisal. Support can come from within or outside the organisation you work for.	
	4.2 Be aware of how others may assist to review and prioritise learning needs and development opportunities	Your <i>personal development plan</i> may have a different name, but it will record information such as agreed objectives for development, proposed activities to meet objectives, timescales for review, etc.	

Standard 2. Personal development			
main area	outcome	additional information	manager's signature and date
	4.3 Know why feedback from others is important in helping to develop and improve the way you work		
5. Using learning opportunities and reflective practice to contribute to personal development	5.1 Recognise ways to measure how effective a learning activity has been.		
	5.2 Recognise how you have used a situation at work to improve the way you work		
	5.3 Understand the system for recording personal development in your work setting		
	5.4 Know how to record and update your own <i>continual professional development</i>		

Standard 3. Communicate effectively			
main area	outcome	additional information	manager's signature and date
1. Importance of effective communication in the work setting	1.1 Be aware of the different reasons why people communicate		
	1.2 Understand how communication affects relationships in the work setting		
	1.3 Know why it is important to observe an individual's reactions when communicating with them		
2. Meeting the communication and language needs, wishes and preferences of <i>individuals</i>	2.1 Know how to establish an individual's communication and language needs, wishes and preferences		
	2.2 Understand a range of <i>communication methods</i> and styles that could help meet an individual's communication needs, wishes and preferences	<p><i>Communication methods</i> include:</p> <ul style="list-style-type: none"> ■ non-verbal communication, including: <ul style="list-style-type: none"> - eye contact - touch - physical gestures - body language - behaviour ■ verbal communication, including: <ul style="list-style-type: none"> - vocabulary - linguistic tone - pitch. <p>Communication may include signs, symbols, pictures, writing, objects of reference, human and technical aids, eye contact and touch.</p>	
3. Overcoming difficulties in promoting communication	3.1 Recognise barriers to effective communication	May include a personal audit of your own written and communication needs	
	3.2 Be aware of ways to reduce barriers to effective communication	E.g. culture, religion, health issues, sensory impairment	
	3.3 Know how to check communication has been understood to minimise misunderstandings when communicating		
	3.4 Be aware of sources of information and support or <i>services</i> to enable more effective communication	<p><i>Services</i> may include:</p> <ul style="list-style-type: none"> ■ translation ■ interpreting services ■ speech and language services ■ advocacy services 	

Standard 3. Communicate effectively			
main area	outcome	additional information	manager's signature and date
4. Understand principles and practices relating to confidentiality	4.1 Understand what confidentiality means in your work role		
	4.2 Be aware of ways to maintain confidentiality in day to day communication		
	4.3 Be aware of situations where information normally considered to be confidential might need to be passed on		
	4.4 Explain how, when and from whom to seek advice about confidentiality		

Standard 4. Equality and inclusion			
main area	outcome	additional information	manager's signature and date
1. The value and the importance of equality and inclusion	1.1 Understand what is meant by diversity and discrimination		
	1.2 Know how discrimination might occur in your work setting, both deliberately and inadvertently		
	1.3 Understand what is meant by equality and inclusion, and how they reduce discrimination		
	1.4 Know how practices that support equality and inclusion reduce the likelihood of discrimination		
2. Providing inclusive support	2.1 Be aware of key legislation and <i>agreed ways of working</i> (where these apply) relating to equality, diversity, discrimination and rights	E.g, CQC 'Essential Quality Standards', appendix B <i>Agreed ways of working</i> include policies and procedures where these exist; they may be less formally documented among micro-employers or the self employed	
	2.2 Be aware of how you can ensure that your own work is inclusive and respects the beliefs, culture, values and preferences of individuals		
	2.3 Know how you could challenge discrimination in a way that leads to positive change		
3. Access information, advice and support about equality and inclusion	3.1 Know how to access a range of sources of information about equality, diversity and inclusion		
	3.2 Know who to ask for advice and support about equality and inclusion		

Standard 5. Principles for implementing duty of care			
main area	outcome	additional information	manager's signature and date
1. Understand how duty of care contributes to safe practice	1.1 Explain what it means to have a duty of care in your own work role		
	1.2 Explain how duty of care contributes to the safeguarding or protection of individuals		
2. Know how to address dilemmas that may arise between an individual's rights and the duty of care	2.1 Be aware of potential dilemmas that may arise between the duty of care and an individual's rights		
	2.2 Be aware of what you can and cannot do within your role in managing conflicts and dilemmas		
	2.3 Know who to ask for advice about anything you feel uncomfortable about in relation to dilemmas in your work		
3. Know how to recognise and handle comments and complaints	3.1 Be aware of any existing comments and complaints procedures in accordance with agreed ways of working		
	3.2 Know what you can and cannot do within of your role in handling comments and complaints and how you should respond	This includes the recording of comments and complaints	
	3.3 Know who to ask for advice in handling comments and complaints		
	3.4 Recognise the importance of learning from comments and complaints to improve the quality of service		
4. Know how to recognise and handle adverse events, incidents, errors and near misses	4.1 Know how to recognise adverse events, incidents, errors and near misses that are likely to affect the well-being of <i>individuals</i>	An <i>individual</i> refers to anyone accessing care or support; it will usually mean the person or people supported by the worker	
	4.2 Be aware of what you can and cannot do within your work role in relation to adverse events, incidents, errors and near misses	This include the recording of incidents	
	4.3 Know the procedures and to whom you should report any adverse events, incidents, errors and near misses	'Whistle blowing' means bringing these sorts of matters to the attention of the employer, or other appropriate authority	

Standard 6 Principles of safeguarding in health and social care			
main area	outcome	additional information	manager's signature and date
1. Recognising signs of harm or abuse	1.1 Know the main <i>types of abuse</i>	<i>Types of abuse</i> include: <ul style="list-style-type: none"> physical or sexual abuse emotional/psychological abuse, including that related to age, race, gender, sexuality, culture, religion, etc financial abuse institutional abuse self neglect neglect by others 	
	1.2 Recognise the signs and symptoms associated with each <i>type of abuse</i>		
	1.3 Be aware of factors that may contribute to an <i>individual</i> being more vulnerable to harm or abuse	An <i>individual</i> refers to anyone accessing care or support; it will usually mean the person or people supported by the worker	
	1.4 Be aware of sources of information and advice about your role and responsibility in preventing harm and abuse and protecting individuals from it		
2. Ways to reduce likelihood of abuse	2.1 Be aware of how the likelihood of abuse can be reduced by: <ul style="list-style-type: none"> working with person-centred values promoting empowerment <i>managing risk</i> prevention 	<i>Managing risk</i> is a way of working that supports individuals to exercise choices and rights, recognising the balance between managing risk and enabling independence, choice and control.	
	2.2 Be aware of the importance of an accessible complaints procedure for reducing the likelihood of abuse		
3. Responding to suspected or disclosed abuse	3.1 Know the actions you must take and who to contact if you suspect an individual is being harmed or abused		
	3.2 Know the actions you must take if an individual discloses that they are being harmed or abused		
	3.3 Know what you must do if you suspect a child, young person or adult (met in any circumstances) is being abused or neglected		

Standard 6 Principles of safeguarding in health and social care			
main area	outcome	additional information	manager's signature and date
4. National and local context of protection from harm and abuse	4.1 Be aware of national policies, local systems and existing employer's procedures that relate to protection from harm and abuse.		
	4.2 Be aware of your own role and responsibility in safeguarding individuals		
	4.3 Be aware of reports into serious failures to protect individuals from harm and abuse		

Standard 7. Person-centred support			
main area	outcome	additional information	manager's signature and date
1. Promote <i>person-centred values</i> in everyday work.	1.1 Understand how to put <i>person-centred values</i> into practice in your day to day work	<i>Person-centred values include:</i> <ul style="list-style-type: none"> ■ individuality ■ independence ■ privacy ■ partnership ■ choice ■ dignity ■ respect ■ rights 	
	1.2 Understand why it is important to work in a way that promotes these values when providing support to <i>individuals</i>	An <i>individual</i> refers to anyone accessing care or support; it will usually mean the person or people supported by the worker	
	1.3 Understand how to promote dignity in your day to day work with the individuals you support		
2. Working in a person-centred way	2.1 Recognise the features of working in a person-centred way		
	2.2 Understand why it is important to find out the history, preferences, wishes and <i>needs</i> of the individual(s) you are supporting.	<i>Needs</i> – assessed needs can be a variety e.g. physical, emotional, social, spiritual, communication, support or care needs	
	2.3 Understand how the changing needs of an individual are reflected in their care plan and how this contributes to working in a person-centred way		
	2.4 Understand the importance of supporting individuals to plan for their future <i>well being</i> and fulfilment, including end of life care where appropriate	May include <i>Advance Care Planning</i> A person's <i>well being</i> may include their: <ul style="list-style-type: none"> ■ sense of hope ■ confidence ■ self esteem ■ ability to communicate their wants and needs ■ ability to make contact with other people ■ ability to show warmth and affection ■ experience and showing of pleasure or enjoyment 	

Standard 7. Person-centred support			
main area	outcome	additional information	manager's signature and date
3. Recognising possible signs of dementia	3.1 Be aware of possible signs of dementia in the individuals with whom you work		
	3.2 Be aware why depression, delirium and age related memory impairment may be mistaken for dementia		
	3.3 Understand why early diagnosis is important in relation to dementia		
	3.4 Know who to tell, and how, if you suspect symptoms associated with dementia		
4. Supporting <i>active participation</i>	4.1 Understand the importance of valuing people for who they are and being non-judgemental contributes to <i>active participation</i>	<i>Active participation</i> is a way of working that recognises an individual's right to participate in the activities and relationships of everyday life as independently as possible; the individual is regarded as an active partner in their own care or support, rather than as a passive recipient	
	4.2 Know ways of enabling individuals to make informed choices about their lives		
	4.3 Be aware of other ways you might support active participation	May include assistive technology, e.g use of electronic or other devices	
	4.4 Know the importance of enabling individuals to develop skills in self care and to maintain their own social and community networks	See Common Core Principles to Support Self Care , principle 6 - www.skillsforcare.org.uk/selfcare	
5. Supporting an individual's rights to make choices	5.1 Be aware of ways of enabling an individual to make informed choices		
	5.2 Understand how you can use agreed risk assessment processes to support the right to make choices		
	5.3 Know why your personal views should not be allowed to influence an individual's choices		
	5.4 Be aware that there may be occasions you may need to support an individual to question or challenge decisions concerning them that are made by others		

Standard 7. Person-centred support			
main area	outcome	additional information	manager's signature and date
6. Promoting spiritual and emotional well-being	6.1 Be aware of how individual identity and self esteem are linked with spiritual and emotional well-being		
	6.2 Be aware of attitudes and approaches that are likely to promote spiritual and emotional well-being		
	6.3 Know how to support an individual in a way that promotes a sense of identity and self esteem		
	6.4 Know how to contribute to an environment that promotes spiritual and emotional well-being		

Standard 8. Health and safety in an adult social care setting			
main area	outcome	additional information	manager's signature and date
1. Roles and responsibilities relating to health and safety in the <i>work setting/situation</i> .	1.1 Be aware of key legislation relating to health and safety in your <i>work setting/situation</i>	<i>Work setting</i> may include one specific location or a range of locations, depending on the context of a particular work role	
	1.2 Understand the main points of the health and safety agreed ways of working in your work setting	<i>Agreed ways of working</i> include policies and procedures where these exist; they may be less formally documented among micro-employers and the self employed	
	1.3 Know the main health and safety responsibilities of: a) you b) your manager c) the individuals you support	<i>Health and safety</i> could be in relation to own personal safety, other colleagues or individuals you support	
	1.4 Know what you can and cannot do relating to general health and safety at your current stage of training.		
	1.5 Know where and from whom additional support and information relating to health and safety can be accessed		
2. Health and safety risk assessments	2.1 Know why it is important to assess health and safety risks posed by the work setting/ situation or by particular activities		
	2.2 Understand how and when to report health and safety risks that you have identified		
3. Moving and positioning	3.1 Be aware of key pieces of legislation that relate to 'moving and positioning'		
	3.2 Be aware of tasks relating to moving and positioning that you are not allowed to carry out at your current stage of training		
	3.3 Understand how to move and position people and/or objects safely, maintaining the individual's dignity, and in line with legislation and agreed ways of working		

Standard 8. Health & safety in an adult social care setting			
main area	outcome	additional information	manager's signature and date
4. Responding to accidents and sudden illness	4.1 Be aware of different types of accidents and sudden illness that may occur in the course of your work		
	4.2 Understand the procedures to be followed if an accident or sudden illness should occur in your work setting/situation		
	4.3 Be aware of tasks relating to emergency first aid that you are not allowed to carry out at your current stage of training.		
5. <i>Agreed ways of working</i> regarding medication and health care tasks	5.1 Understand the main points of <i>agreed ways of working</i> about medication agreed with your employer		
	5.2 Understand the main points of <i>agreed ways of working</i> about <i>health care tasks</i> agreed with your employer	<i>Health care tasks</i> include any medical procedures carried out as part of a plan of care, including those relating to colostomy, catheter, and injections	
	5.3 Be aware of tasks relating to medication and health care procedures that you are not allowed to carry out at the current stage of training		
6. Handling hazardous substances	6.1 Be aware of the hazardous substances in your workplace		
	6.2 Be aware of safe practices for <ul style="list-style-type: none"> ▪ storing hazardous substances ▪ using hazardous substances ▪ disposing of hazardous substances 		
7. Preventing the spread of infection	7.1 Know the main routes by which an infection can get into the body	Health and Social Care Act 2008, Code of practice for infection control , item 10 'compliance criteria'	
	7.2 Understand the principles of effective hand hygiene		
	7.3 Understand ways in which your own health or hygiene might pose a risk to the individuals you support, or to other people at work		
	7.4 Be aware of common types of personal protective clothing, equipment and procedures and how and when to use them.		

Standard 8. Health & safety in an adult social care setting			
main area	outcome	additional information	manager's signature and date
	7.5 Be aware of principles of safe handling of infected or soiled linen and <i>clinical waste</i>	<i>Clinical waste</i> includes 'sharps' such as needles, and used dressings	
8. Promoting fire safety in the <i>work setting</i>	8.1 Understand practices that prevent fires from: <ul style="list-style-type: none"> ▪ starting ▪ spreading 		
	8.2 Be aware of emergency procedures to be followed in the event of a fire in the <i>work setting</i>		
9. Security measures in the <i>work setting</i>	9.1 Understand measures that are designed to protect your own security at work, and the security of those you support	<i>Work setting/situation</i> is used to include workers who do not have a particular work place, such as personal assistants and domiciliary care workers	
	9.2 Know the <i>agreed ways of working</i> for checking the identity of anyone requesting access to premises or information	<i>Agreed ways of working</i> may mean formal policies or procedures where they exist. This applies to workers who are employed by people who use services, or similar, as well as to workers employed by larger companies and self employed workers.	
10. Managing stress	10.1 Recognise common signs and indicators of <i>stress</i> in yourself and others	<i>Stress</i> can have positive as well as negative effects, but in this standard the word is used to refer to negative stress	
	10.2 Be aware of circumstances that tend to trigger stress in yourself and others		
	10.3 Know ways to manage stress		
11. Food safety, nutrition and hydration	11.1 Understand the importance of food safety, including hygiene, in the preparation and handling of food		
	11.2 Understand importance of good nutrition and hydration in maintaining well-being		
	11.3 Recognise signs and symptoms of poor nutrition and hydration		
	11.4 Be aware of ways in which to promote adequate nutrition and hydration		