

## Care Certificate *progress log, mapping and sign-off document*

**Standard Number: 5**

**Standard Title: [Work in a Person-Centred Way](#)**

### Document guidance

This document provides an overview of the outcomes and assessment criteria for Standard 5: Work in a Person-Centred Way. It identifies the criteria within the Standard that should have been achieved upon successful completion of the underpinning knowledge within the Care Certificate workbook. Employees must demonstrate their competence in practice in order to fully achieve this Standard of the Care Certificate.

This progress log and sign-off document should be completed jointly by the employee and the manager/supervisor/assessor to confirm that all outcomes and criteria have been achieved in practice in the work setting. Supplementary evidence can be attached to demonstrate achievement and it is suggested to do so as good practice.

This document also provides an outline of the suggested mapping of outcomes and criteria within Standard 5: Work in a Person-Centred Way of the Care Certificate to the recommended Qualifications and Credit Framework (QCF) unit, the National Minimum Training Standards for Healthcare Support Workers and Adult Social Care Workers in England and the Common Induction Standards. This document does not necessarily indicate direct mapping of criteria and therefore assessors and/or managers should ensure they follow the guidance below. Please note that when the term assessor is used throughout this document this could be the manager, supervisor or assessor and will be decided by the employing organisation.

This document should always be used in conjunction with the guidance provided in the Care Certificate Framework Technical Document.

### Guidance for assessors

Assessors must ensure that the learner has produced evidence for each assessment criterion that is valid, authentic, reliable, current and sufficient. Therefore assessors **must not assume** that if the mapping document indicates a criterion could have already been achieved, the mapped criteria within the QCF unit should automatically be awarded. Learners and assessors are responsible for ensuring that the outcomes and criteria within the QCF unit and standards below have been achieved to the required standard. For reference, within the column that refers to coverage of the relevant QCF unit, a **P** indicates that the Care Certificate criteria provides partial coverage of the relevant criteria within the QCF unit, whereas an **F** indicates full coverage.

The **Assessment method used** column is included to allow assessors to provide evidence of the type of assessment method that has been used to assess the Care Certificate criteria. This is likely to be noted as the Care Certificate Workbook; however, further evidence could include professional discussion, observation, question and answer, e-learning, witness testimony, etc. This column can also be completed to evidence competence using these example assessment methods.

The **Evidence location** column is included to provide a clear signpost to where the learner's evidence can be found. This may be within a portfolio of evidence, a continued professional development (CPD) file or electronically via e-learning or e-portfolio.

Unit number	Unit title	Level	Credit
A/601/8140	Implement person-centred approaches in health and social care	2	5
Y/601/8145	Promote person-centred approaches in health and social care	3	6

Care Certificate Standard 5 Outcome	Care Certificate Standard 5 Criteria	Knowledge/ Competence	Question within workbook	QCF unit A/601/8140 Implement person-centred approaches in health and social care  P = Partial F = Full	QCF unit Y/601/8145 Promote person-centred approaches in health and social care  P = Partial F = Full	National Minimum Training Standards  Standard 3: Effective communication  Standard 7: Person-centred care and support	Common Induction Standards  Standard 3: Communicate effectively  Standard 7: Person-centred support	Assessment method used	Evidence location	Sign-off initials	Date
5.1 Understand person-centred values	5.1a Describe how to put person-centred values into practice in their day-to-day work	K	5.1a and b	AC1.2 – P AC1.4 – P	AC1.1 – P	3.2.2 7.1.1	S7 – 1.1				
	5.1b Describe why it is important to work in a way that promotes person-centred values when providing support to individuals	K	5.1a and b	AC1.2 – P AC1.4 – P		7.1.2	S7 – 1.2				
	5.1c Identify ways to promote dignity in their day-to-day work	K	5.1c	AC2.2 – P AC4.1 – P AC5.1 – P AC6.3 – P AC6.4 – P	AC1.1 – P AC4.1 – P AC5.3 – P	7.1.3	S7 – 1.3				
5.2 Understand working in a person-centred way	5.2a Describe the importance of finding out the history, preferences, wishes and needs of the individual	K	5.2a	AC1.4 – P AC2.1 – P AC6.2 – P AC6.3 – P	AC1.2 – P AC4.1 – P AC5.4 – P AC7.3 – P	3.2.1 3.2.2 7.2.1	S7 – 2.2				
	5.2b Explain why the changing needs of an individual must be reflected in their care and/or support plan	K	5.2b	AC2.2 – P	AC1.2 – P AC2.1 – P AC2.2 – P	7.2.2	S7 – 2.3				
	5.2c Explain the importance of supporting individuals to plan for their future wellbeing and fulfilment, including end-of-life care	K	5.2c		AC4.1 – P AC6.2 – P	7.2.3	S7 – 2.4				

<b>5.3</b> Demonstrate awareness of the individuals immediate environment and make changes to address factors that may be causing discomfort or distress	<b>5.3a</b> Take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress. This could include: • Lighting • Noise • Temperature • Unpleasant odours	C		AC6.4 – P	AC6.4 – P	3.1.1 3.1.3 3.3.1 3.3.2 3.3.3 7.2.1					
	<b>5.3b</b> Report any concerns they have to the relevant person. This could include: • Senior member of staff • Carer • Family member	C		AC3.2 – P AC6.4 – P	AC5.2 – P AC5.3 – P AC5.4 – P AC6.3 – P AC6.4 – P	3.1.2 3.4.1 3.4.2 3.4.3 3.4.4	S3 – 4.1 S3 – 4.3				
<b>5.4</b> Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals	<b>5.4a</b> Raise any concerns directly with the individual concerned	C		AC6.4 – P	AC6.4 – P	3.4.3 7.5.3	S3 – 4.3				
	<b>5.4b</b> Raise any concern with their supervisor/manager	C		AC6.4 – P	AC6.4 – P	3.4.1 3.4.2 3.4.3 3.4.4 7.5.3	S3 – 4.2 S3 – 4.3				
	<b>5.4c</b> Raise any concerns via other channels or systems e.g. at team meetings	C		AC6.4 – P	AC6.4 – P	3.4.1 3.4.2	S3 – 4.1 S3 – 4.3				
<b>5.5</b> Support individuals to minimise pain or discomfort	<b>5.5a</b> Ensure that where individuals have restricted movement or mobility that they are comfortable.	C		AC1.4 – P AC2.2 – P	AC6.4 – P	3.1.1 3.1.3 3.1.1 3.3.2 3.3.3 7.2.1	S7 – 1.1 S7 – 1.2 S7 – 2.2				

	<p><b>5.5b</b> Recognise the signs that an individual is in pain or discomfort. This could include:</p> <ul style="list-style-type: none"> <li>• Verbal reporting from the individual</li> <li>• Non-verbal communication</li> <li>• Changes in behaviour.</li> </ul>	C				<p>3.1.1 3.1.3 7.2.1 7.2.2 7.5.1 7.5.2</p>	<p>S7 – 2.2 S7 – 2.3</p>				
	<p><b>5.5c</b> Take appropriate action where there is pain or discomfort. This could include:</p> <ul style="list-style-type: none"> <li>• Re-positioning</li> <li>• Reporting to a more senior member of staff</li> <li>• Giving prescribed pain relief medication</li> <li>• Equipment or medical devices are working properly or in the correct position, e.g. wheelchairs, prosthetics, catheter tubes.</li> </ul>	C		AC2.1 – P	<p>AC2.1 – P AC3.2 – P AC6.4 – P</p>	<p>3.1.3 3.2.1 3.2.2 7.2.1 7.2.2 7.5.1 7.5.2</p>	<p>S7 – 2.2 S7 – 2.3</p>				
	<p><b>5.5d</b> Remove or minimise any environmental factors causing pain or discomfort. These could include.</p> <ul style="list-style-type: none"> <li>• Wet or soiled clothing or bed linen</li> <li>• Poorly positioned lighting</li> <li>• Noise.</li> </ul>	C		AC2.2 – P	<p>AC2.1 – P AC2.2 – P AC2.3 – P AC6.4 – P</p>	<p>3.1.3 3.2.1 3.2.2 7.1.1 7.1.2 7.1.3</p>	<p>S7 – 2.1</p>				
5.6 Support the individual to maintain their identity and self-esteem	<p><b>5.6a</b> Explain how individual identity and self-esteem are linked to emotional and spiritual wellbeing</p>	K	5.6a	<p>AC5.1 – P AC5.4 – P AC6.1 – F</p>	<p>AC6.1 – P AC6.2 – P</p>	<p>7.6.1</p>	<p>S7 – 6.1</p>				

	<b>5.6b</b> Demonstrate that their own attitudes and behaviours promote emotional and spiritual wellbeing	<b>C</b>		<b>AC4.3 – P</b>	<b>AC2.2 – P AC4.2 – P</b>	<b>7.6.2</b>	<b>S7 – 6.2</b>				
	<b>5.6c</b> Support and encourage individuals own sense of identity and self-esteem	<b>C</b>		<b>AC6.3 – F</b>	<b>AC4.3 – P AC4.4 – P AC6.3 – P</b>	<b>7.6.3</b>	<b>S7 6.3</b>				
	<b>5.6d</b> Report any concerns about the individual's emotional and spiritual wellbeing to the appropriate person. This could include: • Senior member of staff • Carer • Family member.	<b>C</b>		<b>AC6.4 – P</b>	<b>AC6.4 – P</b>	<b>3.1.1 3.1.3 3.3.1 3.3.2 3.3.3 3.4.1 3.4.2 3.4.3 3.4.4 7.6.3</b>	<b>S3 – 4.1 S3 – 4.3</b>				
<b>5.7</b> Support the individual using person-centred values	<b>5.7a</b> Demonstrate that their actions promote person-centred values including: • Individuality • Independence • Privacy • Partnership • Choice • Dignity • Respect • Rights	<b>C</b>		<b>AC2.1 – P AC2.2 – P AC4.3 – P AC5.1 – P AC6.3 – P AC6.4 – P</b>	<b>AC2.1 – P AC2.2 – P AC4.2 – P AC4.3 – P AC4.4 – P AC5.1 – P AC5.2 – P</b>	<b>3.1.1 3.1.3 3.2.1 3.2.2 3.3.3 7.2.1</b>	<b>S7 – 1.1</b>				

### Declaration of completion

I confirm that the evidence provided by the employee meets the full requirements for **Standard 5: Work in a Person-Centred Way.**

**Employee signature:**

**Name of assessor\*:**

**Assessor\* signature:**

**Completion date:**

\* The Assessor can be your Manager, Supervisor or someone else authorised by your employing organisation. This individual provides confirmation that all learning outcomes and assessment criteria for the Care Certificate standard identified above have been completed and signed off by an authorising person.