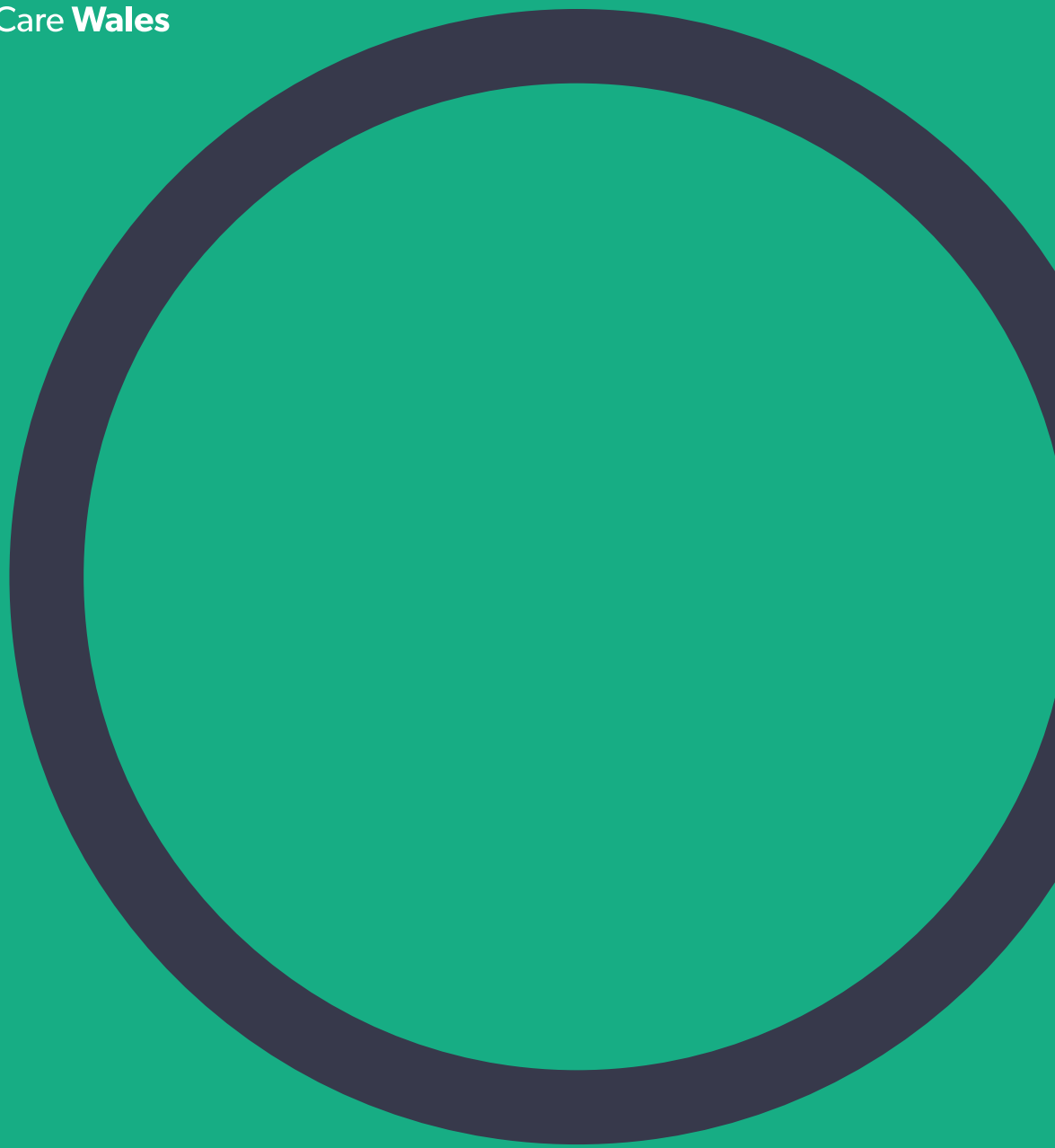




Gofal Cymdeithasol **Cymru**  
Social Care **Wales**



All Wales induction  
framework for  
health and social care:  
**Workbook five**

Professional practice as a  
health and social care worker

December 2017



Noddir gan  
**Lywodraeth Cymru**  
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# All Wales Induction Framework for Health and Social Care **workbook 5:** Professional practice as a health and social care worker

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This workbook will help you explore the roles and responsibilities of being an employee, colleague and a professional worker. You can use the completed workbook activities as evidence towards achievement of the All Wales Induction Framework for Health and Social Care (Induction Framework). It can also be counted towards the qualification that you will need to complete later for your practice.

# Contents:

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5.1	Role and responsibilities of the health and social care worker . . . . .	5
5.2	Partnership working . . . . .	18
5.3	Team working . . . . .	21
5.4	Handling information . . . . .	23
5.5	Personal conduct of health and social care workers . . . . .	28
5.6	Continuing professional development . . . . .	31
5.7	Workbook reflection . . . . .	37
5.8	Policies and procedures . . . . .	38
5.9	Practice placement reflection. . . . .	39

# 5.1 Roles and responsibilities of the health and social care worker

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This section will help you to explore the roles, responsibilities and accountabilities of being a health and social care **worker**. These will be set out in a range of legislative frameworks, standards, the **codes of conduct and professional practice** and if you are already employed, your **job description**.

You will learn more about these through completion of the other workbooks for the induction framework, e.g. safeguarding or health and safety, but it will be helpful to think about these now in the context of professional practice.

## Learning activity

Whatever your role, you will be provided with a job description that sets out how you should do your work. As you start in your new job it is important you have a clear understanding of the purpose of the organisation you work for, its ethos and **policies and procedures**.

If you are already employed, read your job description and make a note of

1. how you think the job description helps you understand what is expected of you
2. areas that you are not clear about
3. parts where you feel you need to receive training or additional support
4. what you would do if you were asked to do something that was in your job description but you did not feel you had the training that you needed yet.

Talk to your manager about these and make some notes in the space below.

## Workbook notes

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If you are completing this workbook before you are employed, look at 3 different job descriptions for health and social care workers from different organisations and reflect on how these would help you know what you should be doing in your role and areas where you think you would need additional support or training.

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## Workbook notes

1. How would these job descriptions help you know what you should be doing in your role?
2. What additional support or training do you think you would need?
3. What would you do if you were asked to do something that was in your job description but you did not feel you had the training that you needed yet?

## Learning activity

In your role, you will be expected to follow your organisations policies and procedures, these are usually developed by employers to reflect or meet legislation. The legislative framework in Wales is made up of:

**Act of the Assembly of Wales – Act of Parliament e.g. the Regulation and Inspection of Social Care (Wales) Act 2016**

**Regulations or statutory instruments  
e.g. Service Regulations for Care Home Services**

**Statutory Guidance e.g. guidance for employers  
on how to implement the Service Regulations**

**Codes of practice e.g. the code of professional  
practice for the social care worker or code of  
conduct for health care support workers in Wales**

**Good practice guidance  
e.g. The residential child care workers –  
practice guidance**

Policies and procedures developed by your employer will cover all five areas of the legislative framework.

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Complete the table below by:

1. Selecting three key pieces of legislation listed in the glossary e.g. Health and Safety at Work etc. Act; Mental Capacity Act etc. and look up an easy read version of these. You can use evidence from other workbooks if you have already completed this for other areas.
2. Writing a summary of your responsibilities as a worker under this legislation.

If you are already employed – what is your organisation’s policy and / or procedure that relates to this legislation? Give an example of how you have followed this policy or procedure in your work.

If you are not yet employed, leave this blank and come back to it later.

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Key legislation	Summary of responsibilities	Policy and / or procedure	Example of how policy and / or procedure has been followed



## Learning activity

The codes of conduct and professional practice describe the standards of professional conduct and practice needed by health and social care workers in their everyday work. The codes may be used in many ways. As a health and social care worker you can use them

- to let individuals and other carers know about the standard of care and support that they can expect from you
- as a guide for the work you do
- as a tool to reflect on and improve what you do
- for discussion in your supervision sessions with your manager
- for discussion with your colleagues and other professionals about your work
- to help you to challenge poor work of others
- as a guide that helps you to know what support you can expect from your manager e.g. induction, training etc.

The code of professional practice will normally be used by those employed as a social care worker, and the NHS Wales code of conduct for health care support workers in Wales by those employed by health. Some workers need to register with Social Care Wales as a professional. If this is the case, the code of professional practice must be followed. There will also be additional practice guidance depending on your role e.g. the residential child care worker – practice guidance. Workbook 1 and 2 also have some learning activities on the codes.

Whatever your role, read both the code of professional practice and the NHS Wales code of conduct for health care support workers in Wales and answer the questions below.

### Workbook notes

- 1. What do the code of professional practice and the NHS Wales code of conduct for health care support workers in Wales, tell you about your responsibilities for equality and diversity?**
  
  
  
  
  
  
  
  
  
  
- 2. What do the code of professional practice and the NHS Wales code of conduct for health care support workers in Wales, tell you about being accountable for your work?**

## Learning activity

Anna has just started working with you as a social care worker with older people living in their own homes. She asks what the code of professional practice is for and how it applies to her. How would you answer Anna's question?

### Workbook notes

Anna has just started working as a healthcare support worker in the community health team. She asks what the code of conduct is for and how it applies to her. How would you answer Anna's question?

### Workbook notes

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## Learning activity

Read the case study below and answer the questions.

Carolyn has been a domiciliary care worker for five years. She thoroughly enjoys her work and is passionate about doing her job well.

Carolyn is experiencing some difficulties in her personal life. Her husband is recovering from a stroke and her father has recently been diagnosed with dementia. The pressure of looking after her husband and father has resulted in Carolyn being late for work several times. She has become forgetful and is having difficulties concentrating as she is so tired.

Carolyn has confided in one of her colleagues, Julie, but hasn't told her manager as she is afraid of losing her job. Carolyn and Julie both provide support to Mrs. Hughes. Julie has started to notice that the handover log isn't always being completed by Carolyn but until now has been covering for her. Recently however, Mrs. Hughes complained to Julie that she has missed a doctor's appointment as Carolyn was late arriving to take her.

## Workbook notes

1. What actions could Julie take?

2. How could the codes help guide Julie what to do?

3. Which section of each of the codes has Carolyn not been working to?

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## Learning activity

You have a duty of care to individuals receiving care and support in your **workplace** and also to other workers. It is a legal requirement and you cannot choose whether to do it or not. It is embedded in the codes of conduct and professional practice.

To show you understand what this term means, answer the questions below:

### Workbook notes

1. What is Julie's duty of care to Mrs. Hughes?

2. What is Julie's duty of care to Carolyn?

3. There may be times where there is a conflict or dilemma between a duty of care and the rights of **individuals**, give two examples when this might happen:

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**4. What consequences might there be for Mrs. Hughes missing her doctor's appointment? How does this relate to the duty of care Carolyn has for Mrs. Hughes?**

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**5. What steps should be taken to put things right?**

Mistakes do happen and being accountable for the quality of your work requires you to work with your manager to address them. An important part of this will be reflecting on the situation and learning how to do things differently, so the same mistakes won't be repeated.

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## Learning activity

Carolyn is in supervision with her team leader and is discussing what has happened in recent weeks. What do you think are the main points she needs to learn from and how could she work differently in the future? How can she use her supervision to help her with this?

## Workbook notes

## Learning activity

Confidentiality is an important right of individuals who receive care and support. It is a vital part of a person's right to privacy. Health and social care workers need to respect, protect and keep this right but there are times when confidential information must be passed on. You will explore this more in the safeguarding workbook but thinking about the importance of this, answer the questions below.

## Workbook notes

1. What is meant by confidentiality in health and social care practice?
  
  
  
  
  
  
  
  
  
  
2. Give three examples of how confidentiality can be maintained by health and social care workers.

3. Describe when you must pass on confidential information, and why.

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4. Who would you pass the information on to?

5. Why is it important to discuss with individuals and /or **carers** any confidential information that needs to be passed on?

6. What legislation relates to confidentiality?



## Learning activity

Talk to your manager about how you think you are carrying out your duties and responsibilities in line with your job description and the codes of conduct and professional practice. Make some notes in the space below and ask them to add their comments. If you are not yet employed, leave this space blank and come back to it later.

## Workbook notes

## Manager's notes

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4. Why is it important workers from different agencies work together in partnership?

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5. Liz sees Sanem in town. They know each other as they support a number of individuals together in their roles as a care and support worker and community psychiatric nurse. They decide to go for a coffee together.

- What do they need to remember about maintaining clear professional boundaries?

- What do they need to remember about confidentiality?

## Learning activity

Ask your manager to give you some feedback on how they have observed you work in partnership with others. If you are not yet employed, leave this space blank and come back to it later.

## Manager feedback

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# 5.3 Team

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Whatever your role is in health and social care, it will involve working as part of a team. There are many different types of teams and the way in which they work will be different. Here are some examples.

- a. Community integrated intermediate care teams support people when they have been discharged from hospital or to prevent unnecessary admission, as well as seeing individuals in their own homes. The teams can be made up of physiotherapists, occupational therapists, nurses, social workers and rehabilitation assistants who work together to help individuals become as independent as possible.
- b. Nurses, healthcare support workers, social care workers, team leaders and managers are part of the teams which provide 24 hour care and support in care home settings. They work closely with GPs, social workers and allied health professionals to ensure an individual's needs are met as part of a personal plan of care.
- c. Foster carers work as part of a wider team of supervising social workers, social workers, health visitors, teachers and parents to care and support children and young people who are 'looked after' by local authorities.
- d. Residential child care workers will be part of a team within the care home setting for children and young people as well as a larger team that would include other professionals working with individual children e.g. social workers, teachers, child psychologists etc.

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assessors*

## Learning activity

### Workbook notes

1. Why is team working important in health and social care?

2. What are the principles of good team working?

## Learning activity

If you are already employed, describe your own team and reflect on how you work together and how you contribute to its work. Discuss this with your manager and ask them to give you some feedback on your practice as a team member. Make some notes in the space below. If you are not yet employed, leave this space blank and come back to it later.

### Workbook notes:

### Manager's notes:

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# 5.4 Handling information

In your role as a health and social care worker you will deal with a lot of personal information about the individuals, carers and families you work with. You need to know how to handle this information so you work in line with legislation and your organisation's policies and procedures.

*For use by qualification assessors*

## Learning activity

### Workbook notes

1. Explain what is meant by the term 'handling information'?

## Learning activity

Complete the table below to show you understand what legislation and codes of conduct and professional practice say about handling information.

Legislation 1:	The purpose of this legislation is:	How to put it into practice:
Legislation 2:	The purpose of this legislation is:	How to put it into practice:
Section of code:	Why is this important:	How to put it into practice:

## Learning activity

### Workbook notes:

1. Explain what is meant by having 'secure systems for recording and storing information' in a health and social care setting.
2. Why is this important? Use the words Private, Trust, Safeguard, Protect and Responsibility in your answer:
3. What are the features of manual and electronic information storage systems which help to keep information safe?
4. What types of information need to be recorded, reported and stored?

It is important that the records you complete in your everyday work are done to a high standard. They need to be accurate, clear and kept up-to-date to support good communication in the team and to be understandable by individuals accessing their records. They may also be required as evidence in court proceedings or coroner inquests in the future. There is an exercise on recording in the safeguarding workbook that you may want to refer to for this section.

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## Learning activity

Look at these examples of recordings and discuss with your manager, what is wrong with them and make some notes.

### Workbook notes

1. Daniel seemed ok today. He spent most of the day in his room.
2. Doreen is having a bad day today with her COPD. The DN visited and I think she is arranging for an oxygen therapy assessment. Her daughter in law came when I was here; she said she thinks the tablets are making Doreen worse. The COT is supposed to be coming tomorrow too.
3. Wynn came in around 11.00p.m. He seemed high on something. He wouldn't say what he had been doing but there was a strange smell about him.

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## Learning activity

Answer the questions below about recorded information.

### Workbook notes

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1. What are the important things to remember when recording in your day to day work? List them below:
2. What is the difference between fact, opinion and judgement?  
(You may want to look at the case study on good recording practice in workbook 6 - safeguarding individuals, to explore this)
3. Why do you think individuals should be able to see the information recorded about them?
4. When would you not be able to share recorded information with individuals?

## Learning activity

Ask your manager or team leader to provide you with feedback on how you record and handle information in your work. If you are not yet employed, leave this space blank and come back to it later.

## Manager feedback

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# 5.5 Personal conduct of health and social care workers

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You have a responsibility as a health and social care worker to ensure that your conduct does not fall below the standards detailed in the codes of conduct and professional practice. It is important you uphold public trust and confidence in the health and social care professions.

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## Learning activity

**Read the case studies below and answer the questions.**

Following a weekend away at a hen party, Amy, a healthcare support worker on a children's ward, has posted photos of herself with friends in a drunken state on Facebook. After returning home, she updates her Facebook status saying something inappropriate about having too much to drink over the weekend.

Her Facebook friends include three other healthcare support workers where she works and also Jane who is one of young people on the ward. Jane 'likes' Amy's status and pictures and shows them to the other young people on the ward. Before long, they are telling all the staff team about Amy being drunk on the weekend and one of the children shows the pictures to her parents.

## Workbook notes:

**1. Explain what parts of the codes of conduct and professional practice Amy has broken and how.**

**2. What impact could Amy's behaviour and the use of Facebook have:**

- on the young people she works with?

- on her colleagues?

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- on the parents?

**4. What should you always remember when using social media in relation to your role as a health and social care worker?**

**5. What does the term 'positive role modelling' mean and why is it important?**

Positive relationships are an essential part of person-centred practice. However, it is just as important not to form inappropriate relationships with individuals, family members or carers. Look at the following case study and reflect on Bethan's behaviour.

## Case study

Jan has Parkinson's disease and lives with her husband Dafydd. Up until recently Dafydd has been managing well in caring for his wife. However, Dafydd has had a fall in the garden and sprains his ankle badly. Their son Mark moves in to provide support to his parents during this time.

Bethan is one of the team of social care workers who visit on a daily basis to support Jan with her personal care. Bethan and Mark immediately hit it off. When Bethan is alone with Jan she questions her about Mark and his personal relationships. A few days later Mark asks Bethan out for a drink which she agrees to.

## Workbook notes

1. In what way has Bethan's behaviour been inappropriate?
2. In workbook 1 and 2 you explore the importance of maintaining professional boundaries. Why is it important not to form inappropriate relationships with individuals, their families or carers?
3. What do the codes tell you about inappropriate relationships?

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# 5.6 Continuing professional development

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The codes of conduct and professional practice set out the requirements that you continually develop your knowledge and skills to improve your practice. Social Care Wales has a continuing professional development (CPD) toolkit for social care, early years and childcare managers and workers<sup>3</sup> that you may find useful to read.

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## Learning activity

### Workbook notes

1. Describe what continuing professional development is?
2. Explain why continuing professional development is important in the role of a health and social care worker.
3. What are the legislative requirements and standards that relate to continuing professional development?

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<sup>3</sup> <https://www.valeofglamorgan.gov.uk/Documents/Living/Social%20Care/Care/Family-Information-Service/For%20Childcare%20Providers/Development-toolkit--english.pdf>

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#### 4. What are the responsibilities of:

- an employer for ensuring that social care workers develop and learn within their role?

- health and social care workers for developing and learning within their role?

### Learning activity

There are a range of different learning opportunities to help support you develop your knowledge and skills e.g. going on a training course, reading. List some of the others in the space below.

### Workbook notes

Whilst it is important that you know how to access information and support to learn and develop; you need to be able to transfer that knowledge and understanding into practice. **Give three examples of how you have done this to improve your personal or professional development.**

Learning and development activity	What I have learnt	How I put it into practice
1.		
2.		
3.		



## Learning activity

Feedback is important for your learning and development. During your induction, you should receive regular feedback from your manager. This will help you develop awareness of your strengths as well as areas of improvement. Constructive feedback helps to develop your confidence and plan for future development. Apart from your manager who else could give you feedback on your practice?

### Workbook notes

## Learning activity

Supervision and appraisal provide opportunities for you to have feedback on your work, to set goals and objectives for your personal and professional development and discuss progress and/or concerns. Whilst appraisals usually take place once a year, supervision is held more regularly.

**Answer the questions below.**

### Workbook notes

1. What is an employer's responsibility for supervision and appraisal?
  
  
  
  
  
  
  
  
  
  
2. What is a health and social care worker's responsibility for supervision and appraisal?

## Learning activity

Reflection is an essential part of learning to improve your practice. Simply put, **reflective practice** is thinking about or reflecting on what you do. It involves thinking about what happened, what you did and what you would do differently next time just like Carolyn in the case study that you looked at earlier.

Answer the questions below:

### Workbook notes

1. Why is **reflective practice** important?

2. How might you use reflection in your supervision and appraisal?

## Learning activity

Ask your manager to give you some feedback on how you are using reflection in your supervision to help you develop your practice. If you are not yet employed, leave this space blank and come back to it later.

### Workbook notes

### Manager's notes

## Learning activity

The case study below helps to show you how the relationship between taking responsibility for your own learning + supervision + reflection = better outcomes for the individuals and carers we work with.

### Case study

Adam works as a support worker in a Learning Disability Community Team. He has completed his level 2 diploma qualification in health and social care. A growing number of people supported by the service have sensory loss and he would like to develop his knowledge in this area. He talks this through with his team leader in supervision and they agree a plan for his learning.

Adam undertakes a course, arranges to visit and spend time with the Sensory Impairment Specialist Team in his local area and does some research on his own on the internet, looking at the websites recommended by the team.

In supervision, he discusses with his team leader what he has learnt. He is able to reflect on the difference it has made to his practice, the ways he is able to provide better support to the people he works with and improve their independence.

## Learning activity

Whatever your role in health and social care, it is important you have the right level of literacy, numeracy and **digital competency** skills to support your professional practice.

In the space below outline how you will need to use these skills in your job.

### Workbook notes

1a. I will need to use my literacy skills when I.....

1b. I will need to use my numeracy skills when I .....

1c. I will need to use my communication skills when I .....

1d. I will need to use my digital competency skills when I .....

**2. Discuss with your manager how you might be able to develop your skills in these areas for your role.**

**Make a note below of your discussion and how you plan to go about this.**

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# 5.7 Workbook reflection

---

In the space below, identify three things that you have learnt from completing this workbook and how you will put this into practice.

Workbook notes

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# 5.8 Policies and procedures

---

If you are already working for an organisation, your employer will have some policies and procedures that are relevant to this section. You will have looked at some of these during the completion of this workbook, but in the space below, make a list of all of these.

## Workbook notes

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# 5.9 Practice placement reflection

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Talk to a manager in your work placement about how you have put professional practice in health and social care into practice.

**Write a short reflective account and ask the manager to record a summary in the space below.**

**Workbook notes**

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**Manager feedback**

Use the space below to record any discussions between you and your qualifications assessor.

### Qualification assessor discussion notes

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If evidence from the workbook is being used towards the qualification the assessor must complete the declaration below.

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### **New worker declaration**

I confirm that the evidence listed for the workbook is authentic and a true representation of my own work.

Learner signature

Date

### **Manager declaration**

I confirm that the new worker has achieved all the requirements of the workbook with the evidence submitted

Manager signature

Date

### **Qualification assessor declaration**

I confirm that the learner has achieved all the requirements of the workbook with the evidence submitted. Assessment was conducted under the specified conditions and is valid, authentic, reliable, current and sufficient.

Qualification assessor signature

Date