

NCFE Level 2

Certificate in Preparing to Work in Adult Social Care

CONFIDENTIALITY

EQUALITY

COMMUNICATION

PERSON-CENTRED

DEVELOPMENT

INCLUSION

INFORMATION

Workbook 1

Section 1: Understand the role of the social care worker

In this section, you will learn about the role and working relationships of the adult social care worker. You will learn about the importance of working within the job role and agreed ways of working. You will look at the importance of partnership working and how to build effective working relationships with partners.

Introduction to adult social care

Please read the following as it will help you to answer questions 1 and 2.

Did you know?



Around 1.5 million people work in adult social care in the UK (www.gov.uk 2012). They provide personal and practical support, helping people to live independent lives and making sure that they have dignity, choice and control.

Care employers can be large organisations – such as councils or agencies – or small companies or individuals. Hours can be flexible – part-time, full-time, temporary or permanent. Roles can be paid or voluntary.

People can work in a variety of settings. For example, staff may:

- be employed in a residential or nursing home – to support residents in a safe and homely environment
- work in day centres or specialist drop-in centres – maybe offering support, social and skills-based activities
- work in supported housing – helping residents live independently in a home or hostel, providing emergency support and security
- provide support and care in someone's home – employed by a council, agency, the family or the individual themselves
- work in the community – supporting resources such as libraries and leisure facilities

There are a wide variety of roles within the adult social care sector. These include:

- care workers, senior care workers and managers
- social workers, counsellors and housing officers
- occupational therapists and technicians (who supply and maintain equipment)
- GPs, nurses and specialist nurses
- speech and language therapists
- physiotherapists, chiropodists, dieticians

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- psychologists and psychiatrists
- advocates (taking intermediary roles to help to coordinate care)
- dementia care advisors
- cleaners and maintenance workers
- activity coordinators
- community support and outreach workers

Adult social care services are used by a wide variety of people – usually referred to as individuals or service users. Some need only short-term care while others need long-term, complex support. The main reasons that care is needed are old age and/or any form of disability or impairment that affects someone's ability to enjoy an 'ordinary' life. For example, support may be needed because of:

- dementia
- age-related conditions
- physical disabilities
- sensory impairments
- learning difficulties – including autistic spectrum disorders
- mental ill health
- long-term medical conditions

These workbooks provide knowledge and information relevant to work in the adult social care sector.

Working and personal relationships

People maintain a variety of relationships; some are work relationships and some are personal, and it is important to know the difference between the two.

Working relationships are based on the needs and expectations of other people. These other people may be colleagues, individuals or employers. At work we are required to act in a professional manner at all times, for example:

- treating everyone with respect
- remaining calm and polite even when under pressure
- keeping all information confidential – e.g. personal or medical details about individuals

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- keeping our own personal issues, views and problems to ourselves whilst at work
- following policies and procedures – e.g. about duties and responsibilities, health and safety, fire safety, line management, training, uniform, food safety
- using equipment correctly and reporting faults and problems
- keeping records
- reporting to more senior staff

In the adult social care setting, working relationships could be formed with:

- colleagues
- other healthcare professionals and support workers
- individuals, customers, patients or clients – and their friends and families
- employers
- inspectors and managers who monitor the level of care

As an adult social care worker, you will be involved in care activities for the individuals you work with. In personal relationships, people try to look after each other's needs and expectations; it is a two-way process. There is knowledge and awareness of emotional needs and personal history, personal details are often openly discussed, and people become very involved with each other. Personal relationships are close and intimate relationships between partners, friends or family members.

In an adult social care setting, it is not unusual for members of staff to form bonds with individuals or with one other, especially when they see each other often and build genuine relationships. However, it is important to remember that these are primarily working relationships. It is in everyone's best interests to have professional working relationships so that they can handle the inevitable challenges at work, and keep their working and personal lives separate.



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Knowledge Activity 1:

1) Describe a working relationship that you have with someone, maybe your own GP. How do you react to them? How do they treat you? What do they do and say to meet your needs and expectations?

2) Describe a personal relationship that you have. How do you treat each other? How do you speak to each other? Give an example of how you look after one another.

3) In an adult social care setting, who would you have a working relationship with? List four examples.

1.

2.

3.

4.

