

The Care Training Consortium

Is a Scottish Charitable Incorporated Organisation SC036101



Roles and Responsibilities

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Role of the Carer or support worker

- To care for the Service User in their own home
- To care for the Service User in the manner they wish to be cared for
- To represent the company you are employed by
- To act as the Service Users representative when required

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Care Workers' Responsibilities are:

- To protect the rights and promote the interests of the Service User and Carers
- To strive to establish and maintain the trust and confidence of Service Users and Carers
- To promote the independence of Service Users while protecting them as far as possible from danger and harm

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SSSC Registration

- Registration is compulsory for the majority of workers required to register with the SSSC
- If you don't register it will mean your employer will be committing an offence if they continue to employ you in this role.
- It's **your responsibility** to inform SSSC of any changes in your details, circumstances or generally keep in touch

SSSC – Code of Practice

The Code of Practice places responsibilities on both the employer and the employee

Workers are **responsible** for making sure their conduct does not fall below the standards and that no action or omission on their part harms the well-being of people who use services

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Compliance with the Code of Practice

- Make sure you know your work place policies and procedures designed to protect and promote people's rights
- Ensure that you share with your colleagues any information which relates to service user's choices and preferences and rights
- Make sure that you discuss choices and preferences with service users
- Support service user to maintain independence together with other rights if necessary
- Never participate in or encourage discriminatory behaviour

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Employers' Responsibilities are:

- To ensure people are suitable to enter the workforce and understand their roles and responsibilities (PVG)
- Have written policies and procedures in place to enable the worker to meet their code of practice requirements
- To provide training and development opportunities to enable workers to strengthen and develop their skills and knowledge

Legislation

- Regulation of Care (Scotland) Act 2001
- Adults with Incapacity (Scotland) Act 2000
- Human Rights Act 1998
- Patients Rights (Scotland) Act 2011
- Data Protection Act 2018 (GDPR)
- Adult Support and Protection (Scotland) Act 2007
- Mental Health (Care and Treatment) (Scotland) Act 2003
- Protection of Vulnerable Groups (Scotland) Act 2007
- Equality Act 2010

Regulation

The Regulation of Care (Scotland) Act 2001 allowed Ministers to introduce the

Regulation of Care (Requirements as to Care Services) (Scotland) Regulations in 2002

These regulations set out the basic standards for care in all care services

The Care Inspectorate draws its power from the **Public Services Reform (Scotland) Act 2010**

Its main aim was to simplify and improve Scotland's public services

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Health and Social Care Standards

- The standards aim to raise the Service User's quality of life by raising the level of care and support provided
- The Health and Social Care Standards are written from the Service User's viewpoint
- Based upon 5 core principles
- Separate standards for different types of service provision

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Dignity and Respect

- My human rights are respected and promoted.
- I am respected and treated with dignity as an individual
- I am treated fairly and do not experience discrimination
- My privacy is respected

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Compassion

- I experience warm, compassionate and nurturing care and support
- My care is provided by people who understand and are sensitive to my needs and my wishes

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Be Included

- I receive the right information, at the right time and in a way that I can understand.
- I am supported to make informed choices, so that I can control my support
- I am included in wider decisions about the way the service is provided , and my suggestions, feedback and concerns are considered
- I am supported to participate fully and actively in my community.

Responsive Care and Support

- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time
- My care and support adapts when my needs, choices and decision change
- I experience consistency in who provides my care and support and how it is provided
- If I make a complaint it is acted on

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Wellbeing

- I am asked about my lifestyle preferences and aspirations and I am supported to achieve these.
- I am encouraged and helped to achieve my full potential
- I am supported to make informed choices, even if it means I might be taking personal risks
- I feel safe and I am protected from neglect, abuse or avoidable harm.