





In 2013 the Francis Inquiry identified serious failures in healthcare provision, Camilla Cavendish was asked by the then Secretary of State to review and make recommendations on the recruitment, learning and development, management and support of healthcare assistants and social care support workers, to help ensure that this workforce provided compassionate care. The result was the Care Certificate.

The Care Certificate was developed for use in England and is the minimum training, supervision and assessment that staff new to care (health and adult social care) should receive as part of induction and before they start to deliver care out of the line of sight of more experienced workers. It provides a foundation for healthcare support and social care worker roles, ensuring that the new worker can provide a compassionate and caring service.

There are fifteen standards that must be completed, involving knowledge learning, practical skills and workplace assessments. Completion of all standards is required to attain the Care Certificate.

New Workers, New to Care

The Care Certificate is aimed at the following types of workers joining a health or adult social care organisation without any past training or sector experience.





Health and Social Care Act 2008





Care Quality Commission (CQC) regulated providers have a duty to assess the training needs of all staff new to their organisation; this applies to agency, bank or directly recruited healthcare support and care workers.

The responsibility for the training and quality of service provided by a temporary worker – whether covering for a number of months or covering one shift – rests entirely with the regulated provider, and not the recruitment agency.

The Care Certificate was not originally developed to be part of pre-employment training. It is acknowledged there now may be elements of transferable knowledge only such as through achievement of pre-employment programmes. It is the employer's responsibility to ensure the knowledge is current and to arrange any additional training the worker may require. The Mapping Document and Self-Assessment Tool can be used to identify gaps or refreshers required knowledge. Supervision and workplace assessment of competencies and skills will still be required to ensure the worker can apply the knowledge and demonstrate understanding in practice.





It is strongly recommended that the health or adult social care organisation uses the national Care Certificate template. A PDF and Word version is available, and the employer can choose to add their own logo onto the latter if they wish.





Training in infection prevention and control should be regularly refreshed and updated as needed.





The standards and workbooks can be used by any employer but this is not mandatory and other assessment methods which meet the Care Certificate standards can be used should these be needed to facilitate such adjustments.

Related Resources: [Care Certificate Standards](#), [Self-assessment tool](#), [Care Certificate Workbooks](#), [Care Certificate Presentations](#)

