

# THINK ABOUT

## ADULT CARE PROFESSIONAL DISCUSSION APPRENTICE GUIDE



***The Adult Care Apprentice Guide is a tool to help give you the best possible chance of successfully meeting all the outcomes required to achieve a pass, merit or distinction in the Professional Discussion assessment as part of your Adult Care apprenticeship.***

***Your professional discussion will usually last 45 minutes, you should take the time to show off and give examples of all the knowledge, skills and behaviours you have learnt during your apprenticeship.***

***Throughout the professional discussion keep an eye on the time and make sure you cover all the areas and tasks you planned to show the assessor.***

### **Self-Assessment and Testimonies**

In order to prepare for the professional discussion, you must undertake and complete a self-assessment in the last month of your apprenticeship to show that you are confident in your job role and ready for the end-point assessment process.

Upon completion of your level 2 Diploma in Care you must collect testimonies from people who use services. This is typically completed in the last 3 months of the apprenticeship.

Your employer and/or on programme tutor will support you with completing a self-assessment and collection of testimonies and the submission of these documents to your end-point assessor following your gateway meeting.

### **Scenarios**

During the professional discussion you should provide real life working examples of scenarios you have been involved in whilst working towards your apprenticeship. These scenarios may relate to the testimonies you have gathered from service users and have been submitted to your end point assessor. Ensure you explain the scenario in full including; what happened, who was involved and how did you support the individual relevant to their needs.

### **Behaviours**

Throughout the professional discussion and the scenarios, you have been involved in and explain to your end point assessor please ensure you detail how you have applied the following behaviours:

Element	The adult care worker is expected to demonstrate the following behaviours throughout their professional discussion:
<b>Behaviours</b>	Care: is caring consistently and enough about individuals to make a positive difference to their lives
	Compassion: is delivering care and support with kindness, consideration, dignity and respect
	Courage: is doing the right thing for people and speaking up if the individual they support is at risk
	Communication: good communication is central to successful caring relationships and effective team working
	Competence: is applying knowledge and skills to provide high quality care and support
	Commitment: to improving the experience of people who need care and support ensuring it is person centred

## Example Questions

Below are some sample questions that you may be asked as part of your end point assessment. You should prepare for your professional discussion by considering how the outcomes can be met and writing notes and details of the scenarios you have dealt with in the boxes below:

Element	Question(s)
<b>The main tasks and responsibilities according to their job role</b>	<p>In what ways have you supported individuals in a person-centred way and in accordance with their personalised care plan?</p> <p>Supplementary questions</p> <ul style="list-style-type: none"> <li>• How have you made sure you have communicated effectively with individuals under your care and gained their consent?</li> <li>• How have you encouraged individuals to actively participate and make choices about their own care?</li> <li>• (If relevant) how have you supported individuals with cognitive, physical or sensory impairments?</li> </ul>
	<p>An adult care worker must be able to:</p>
	<p>Support individuals they are working with according to their personal care/support plan</p>
	<p>Ask for help from an appropriate person when not confident or skilled in any aspect of their role</p>
	<p>Provide individuals with information to enable them to have choice about the way they are supported</p>
	<p>Encourage individuals to participate in the way their care and support is delivered</p>
	<p>Ensure the individual knows what they are agreeing to regarding the way in which they are supported</p>
	<p>Contribute to the on-going development of care/support plans for the individual they support</p>
	<p>Support individuals with cognitive, physical or sensory impairments</p>
<b>Scenario Notes (include approximate dates occurred):</b>	
Empty space for scenario notes	



Element	Question(s)
<b>Communicating clearly and responsibly</b>	<p>How have you used both verbal and non-verbal communication methods to ensure individuals under your care understand a situation?</p> <p>Supplementary questions</p> <ul style="list-style-type: none"> <li>• How have you tailored your communication methods depending on individuals' needs, wishes or preferences?</li> <li>• How have you addressed barriers to communication?</li> <li>• In what ways have you maintained confidentiality of information whilst at work?</li> </ul>
	<p>An adult care worker must be able to:</p>
	<p>Speak clearly and exhibit positive non-verbal communication to individuals, families, carers and advocates</p>
	<p>Use the preferred methods of communication of the individual they support according to their language, culture, sensory needs and their wishes</p>
	<p>Identify and take steps to reduce environmental barriers to communication</p>
	<p>Demonstrate they can check for understanding</p>
	<p>Write clearly and concisely in records and reports</p>
	<p>Keep information safe and confidential according to agreed ways of working</p>
<b>Scenario Notes (include approximate dates occurred):</b>	
Empty space for scenario notes	

Element	Question(s)
<b>Supporting individuals to remain safe from harm (Safeguarding)</b>	What are the signs of abuse and, if identified, how should you respond? Refer to a real example, if you can.  Supplementary questions • How should you respond to any unsafe practices you have identified?
	An adult care worker must be able to:
	Recognise potential signs of different forms of abuse
	Respond to concerns of abuse according to agreed ways of working
	Recognise, report and challenge unsafe practices
<b>Scenario Notes (include approximate dates occurred):</b>	
Empty space for scenario notes	

Element	Question(s)
<b>Championing health and wellbeing for the individuals they support and for work colleagues</b>	In what ways have you kept yourself and the individuals under your care healthy, safe and secure?
	Supplementary questions <ul style="list-style-type: none"> <li>• How have you reduced the spread of infection?</li> <li>• How have you promoted healthy eating and ensured individuals have access to fluids?</li> </ul>
	An adult care worker must be able to:
	Promote the health and wellbeing of the individuals they support
	Move people and objects safely
	Demonstrate how to reduce the spread of infection, including use of best practice in hand hygiene
	Demonstrate the promotion of healthy eating and wellbeing by ensuring individuals have access to fluids, food and nutrition
	Demonstrate how to keep people, buildings and themselves safe and secure
	Carry out fire safety procedures when required
	Use risk assessments to support individuals safely
	Recognise symptoms of cognitive impairment, e.g. dementia, learning disabilities and mental health
	Monitor and report changes in health and wellbeing for individuals they support
<b>Scenario Notes (include approximate dates occurred):</b>	
Empty space for scenario notes	

Element	Question(s)
<b>Working professionally and seeking to develop their own professional development</b>	Give an example of how you have developed a skill that has supported you in meeting the responsibilities of your role.
	Supplementary questions <ul style="list-style-type: none"> <li>• In what ways have you worked well in partnership with others?</li> <li>• How and when would you access support and guidance about conflicts in the workplace?</li> </ul>
	An adult care worker must be able to:
	Reflect on own work practices
	Demonstrate the development of their own skills and knowledge, including core skills in writing, numbers and information technology
	Demonstrate their contribution to their development plan
	Demonstrate ability to work in partnership with others to support the individual
	Identify sources of support when conflicts arise with other people or organisations
	Demonstrate they can work within safe, clear professional boundaries  Show they can access and apply additional skills required to perform the specific job role competently
<b>Scenario Notes (include approximate dates occurred):</b>	
Empty space for scenario notes	

# NOTES

