



lit.voc

JOB PROFILE

(including literacy demands on the job)

Carer/Care worker

EXAMPLE UK

Literacy and vocation

CONTENTS

| | |
|--|-----------|
| PART I Carer/Care worker: Overview of tasks and fields of activity | 4 |
| PART II The European profile Carer/Care worker | 9 |
| PART III Carer/Care worker: Overview Literacy on the job | 10 |

PART I

Care worker

Overview of tasks and fields of activity

Carers or Care workers operate in a variety of different settings and locations and perform a wide range of tasks for a variety of people. The job title Carer and Care worker are often used to describe the same job, however for this document we will use care worker to avoid any confusion with family oriented carers.

Care workers support higher level nursing professionals and tasks in house or in a mobile, home support context. Care work offers introductory employment opportunities for young people and those re-entering the labour market wanting flexible employment terms.

Care workers provide basic support for people, who either temporarily or permanently, cannot perform basic tasks themselves. These tasks range from cooking and cleaning to basic medical and personal care tasks and everyday household chores.

Care workers also carry out essential tasks to release other professionals to carry out more vital duties. Their role is supportive, not only of the patient or cared for person but also for the other people in the caring team.

Fields of activity:

Home based care worker / personal support

Residential based care worker / personal support

Auxiliary hospital based care worker / care assistant

Personal care worker assistant

Care workers in the community often work with handover duties that are centrally administered and managed, and despite being part of a wider, multi-agency team often work to a care plan with little or no direct supervision.

Care workers often play a key role in supporting qualified professionals in hospitals, care homes and other health-care environments as well as in educational settings.

Care workers also often work as part of a team, alongside Allied Health Professionals as part of a multi-agency approach to caring at home or in supported accommodation.

Depending on the individual role and setting, a care assistant may assist therapists or specialists by setting up equipment and providing hands-on support or by working directly with patients in carrying out routine personal care duties.

Included here are the four most common fields of activity that can be covered under the headline role of carer or care worker. The terms 'patient' and 'client' often refer to the same person; the person who the care worker is responsible for, however this can depend on the context of their care, location and needs.

Field of activity: **Home Based Care / Community Care**

| | |
|--|---|
| <p>Household Tasks</p> | <p>Other personal care</p> |
| <ul style="list-style-type: none"> ▪ Ensuring that the living area is cleaned to an acceptable standard ▪ Vacuuming and dusting ▪ Ensuring food preparation area is safe/hygienic ▪ Cooking for, and feeding client ▪ Frequently cleaning bathroom and kitchen appliances ▪ Disposing of rubbish appropriately | <ul style="list-style-type: none"> ▪ Monitoring cleanliness of client's clothes ▪ Cleaning & drying clothes ▪ Ironing & storing clothes ▪ Helping with buying new clothes if required ▪ Mending items of clothing |
| <p>Sleeping arrangements</p> | <p>General and Social Care</p> |
| <ul style="list-style-type: none"> ▪ Ensuring client is awake at an appropriate time ▪ Ensuring sleeping arrangements are healthy and safe ▪ Reassuring client that house is secure ▪ Putting client to bed at the correct time ▪ Establishing healthy sleep routines ▪ Toilet arrangements ▪ Sleep-in arrangements | <ul style="list-style-type: none"> ▪ Bathing / washing client ▪ Checking living general conditions ▪ Accommodation temperature monitoring ▪ Emotional Support ▪ Company for client ▪ Identifying client's special needs |
| <p>Shopping and managing finances</p> | <p>Security and Safeguarding</p> |
| <ul style="list-style-type: none"> ▪ Monitoring household correspondence ▪ Shopping for required items ▪ Managing the client's needs and budget ▪ Contacting utility providers if needed | <ul style="list-style-type: none"> ▪ Complying with background Police checks ▪ Securing client accommodation ▪ Compliance with legal duties ▪ Maintaining dignity of client |
| <p>Medication and personal care</p> | <p>Handover and Reporting</p> |
| <ul style="list-style-type: none"> ▪ Administering medication ▪ Other basic medical care i.e. dressings ▪ Checking the contents of bottles and prescriptions ▪ Monitoring dosages ▪ Toileting issues | <ul style="list-style-type: none"> ▪ Handover reporting i.e. for next care worker ▪ Incident Reporting ▪ Hazard Reporting |

Field of activity: **Residential care / personal support**

| | |
|--|---|
| <p>Supporting other care staff</p> | <p>Medication Duties</p> |
| <ul style="list-style-type: none"> ▪ Assist therapists and specialists ▪ Maintain monitor care plan ▪ Inticipate client needs ▪ transporting clients for treatment | <ul style="list-style-type: none"> ▪ Monitoring dosages ▪ Administering daily medication ▪ Other basic medical care i.e. dressings |
| <p>General Care</p> | <p>Personal care</p> |
| <ul style="list-style-type: none"> ▪ Routine medical and personal care tasks ▪ Helping clients with mobilisation ▪ Emotional Support ▪ Company for client ▪ Identifying client's special needs | <ul style="list-style-type: none"> ▪ Toileting issues ▪ Maintain health and wellbeing ▪ Offer company and communication ▪ Ensure comfort of client ▪ Bathing patient |
| <p>Environmental Duties</p> | <p>Security and Safeguarding</p> |
| <ul style="list-style-type: none"> ▪ Preparation of client's immediate environment ▪ Cleaning spillages ▪ Safe waste disposal ▪ Accomodation temperature monitoring ▪ Work to infection control regulations | <ul style="list-style-type: none"> ▪ Complying with background Police checks ▪ Securing client accommodation ▪ Compliance with legal duties ▪ Maintaining dignity of client |
| <p>Sleeping arrangements</p> | <p>Handover and Reporting</p> |
| <ul style="list-style-type: none"> ▪ Preparing of sleeping area for client ▪ Bed Making and cleaning ▪ Ensuring secure conditions for sleeping ▪ Monitoring checks | <ul style="list-style-type: none"> ▪ Maintaining / handing over patient/client care plans to other carers ▪ Accurate / legible record keeping ▪ Shift handover reports ▪ Incident reports |

| Field of activity: Auxiliary hospital based care | |
|--|--|
| Supporting other medical staff | Medication Duties |
| <ul style="list-style-type: none"> ▪ assist therapists and specialists ▪ transporting patients for other treatments ▪ Preparation of basic treatment materials ▪ Preparation of basic equipment | <ul style="list-style-type: none"> ▪ Administering daily medication ▪ Other basic medical care i.e. dressings ▪ Monitoring dosages ▪ Checking all medication and reactions |
| Operational Preparation | Nursing and Care Duties |
| <ul style="list-style-type: none"> ▪ Bathing patients ▪ Shaving patients ▪ Toileting issues ▪ Setting up equipment for operation | <ul style="list-style-type: none"> ▪ Monitoring patients' conditions ▪ Taking temperatures, ▪ taking pulse readings ▪ measuring respiration ▪ measuring/monitoring weight ▪ Helping people with mobilisation |
| Other Organisational Duties | Security and Safeguarding |
| <ul style="list-style-type: none"> ▪ Maintaining Organisational standards ▪ Work to infection control regulations ▪ Supporting the organisation ▪ Organising leisure activities ▪ Helping with efficiency measures | <ul style="list-style-type: none"> ▪ Complying with background Police checks ▪ Securing patient accommodation ▪ Compliance with legal duties |
| Environmental Duties | Handover and Reporting |
| <ul style="list-style-type: none"> ▪ bed making ▪ Preparation of immediate patient environment ▪ Cleaning spillages ▪ Waste disposal ▪ Clinical waste disposal ▪ Keeping all consultation rooms organised, tidy and well stocked | <ul style="list-style-type: none"> ▪ Maintaining patient care plans ▪ Accurate / legible record keeping ▪ Shift handover reports ▪ Incident reports |

| Field of activity: Personal care worker assistant | |
|---|---|
| Supporting Duties | Other Personal Care |
| <ul style="list-style-type: none"> Supporting educational professionals in teaching environments Preparation of basic treatments Supporting the work of qualified nurses or other health professionals Advising multi agency care plan | <ul style="list-style-type: none"> Monitoring client's hygiene Changing clients clothes Dressing client Basic medical tasks e.g. dressing and support |
| General Duties | Emotional Care |
| <ul style="list-style-type: none"> Promoting independent living Chaperoning and escorting clients light domestic duties and social activities Organising leisure activities Helping clients with mobilisation | <ul style="list-style-type: none"> Emotional Support Company for client Coping with distress Identifying client's further emotional needs Challenging innapropriate behaviour |
| Personal Care | Security and Safeguarding |
| <ul style="list-style-type: none"> Providing emotional support to clients and carers Sleep-in shifts for vulnerable clients Toileting duties Aiding and advising a client's family or carer | <ul style="list-style-type: none"> Complying with background Police checks Securing client accommodation Compliance with legal duties Maintaining the comfort and dignity of clients at all times Safeguard a client's property and belongings |
| Supporting and Education | Handover and Reporting |
| <ul style="list-style-type: none"> Transport/accompany clients to school or college Enable and support learning Managing the clients' academic requirements Ensure clients physical needs don't impact on learning Encouraging client emotional expression | <ul style="list-style-type: none"> Maintaining patient/client care plans Accurate / legible record keeping Shift handover reports Incident reports |

PART II

The definition of the job profile CARER/CARE WORKER in “Literacy and Vocation” is based on Skills for Care information, related resources and case studies in addition to information provided by the National Health Service (NHS)

Skills for Care

Skills for Care ensures that England's adult social care workforce has the appropriately skilled people in the right places working to deliver high quality social care. Skills for Care focus on the attitudes, values, skills and qualifications people need to undertake their roles. They work closely with the 48,000-plus organisations that employ adult social care workers, together with people who use services, carers and other key partners to develop effective tools and resources that meet the workforce development needs of the sector.

Skills for Care supports employers (organisations and people who 'directly' employ PAs) develop the knowledge and skills of nearly 1.56 million workers and support the sector to plan for the future using data from a National Minimum Data Set for Social Care (NMDS-SC). NHS Careers is the information service for careers in the NHS in England.

Further information is available using this link:

www.skillsforcare.org.uk

National Health Service

Since its launch in 1948, the NHS has grown to become the world's largest publicly funded health service. It is also one of the most efficient, most egalitarian and most comprehensive. The NHS employs more than 1.7m people. Of those, just under half are clinically qualified, including, 39,409 general practitioners (GPs), 410,615 nurses, 18,450 ambulance staff and 103,912 hospital and community health service (HCHS) medical and dental staff.

The National Health Service offers a huge range of exciting and challenging opportunities for people who are passionate about making a difference.

There are more than 350 different careers on offer that cater for everyone regardless of interests, skills or qualifications.

Further information is available using these links:

www.nhscareers.nhs.uk ; www.nhscareers.nhs.uk/downloads

This information is to be used as a guideline only for the basic role of carer and care worker in different contexts that apply across Europe. There will be areas of health care that differ from these examples but that share commonality in relation to literacy and the basic skills required to perform the role.

PART III

CARER/CARE WORKER

Overview Literacy on the job



Literacy on the job: READING

| VERY FREQUENTLY | FREQUENTLY | FROM TIME TO TIME |
|--|---|---|
| <p>Health and safety signage</p> <p>Warning signs in operational areas</p> <p>Medical / Patient care plans</p> <p>Weekly work plans / Rotas</p> <p>Patient lists and updates (inc. addresses for community carers)</p> <p>Communications from colleagues / wider team correspondence</p> | <p>Health and safety information sheets</p> <p>Personal hygiene rules (clothing, shoes, body care, availability and disease prevention)</p> <p>Safety rules and regulations in regard to electrical equipment (operational guidelines, mains cables)</p> <p>Reading patient messages, household bills, emails, SMS and letters</p> <p>Specific food recipes</p> <p>Operational instructions for equipment</p> <p>Reading meeting minutes and communications</p> | <p>Working policy changes and professional updates</p> <p>Professional development and training</p> <p>Working terms and conditions of the company: e.g. working hours, place of work, job function, holidays, sickness-/accident reporting and pensions</p> <p>Awareness of COSHH, Health and Safety, infection control regulations</p> <p>General accident prevention rules and regulations (rights and duties of the employer and the employee)</p> <p>General rules relating to patient care and confidentiality</p> <p>Storage regulations for medicines</p> <p>Disposal regulations for waste materials</p> |

Literacy on the job: WRITING

| VERY FREQUENTLY | FREQUENTLY | FROM TIME TO TIME |
|--|--|--|
| <p>Documentation of the results of work (diary of work completed)</p> <p>Fill out timesheets and annual leave forms</p> <p>Stocktaking and reporting condition of medical equipment</p> <p>Handover notes for wider care teams, instructions and guidance</p> <p>Contribute to Medical / Patient care plans</p> <p>Communication to colleague / wider team</p> | <p>Writing patient messages</p> <p>Compiling shopping lists (community carers)</p> <p>Formulate recipes (community carers)</p> <p>Compile and update stock lists and inventories</p> <p>Composing family or friend; letters, emails, SMS</p> <p>Patient status reports</p> | <p>Professional development and training</p> <p>Record registering, reporting and assessment of incidents and injuries</p> <p>Multi Agency reporting documents (Police, Ambulance)</p> <p>Composing family or friend; letters, emails, SMS</p> <p>Helping with puzzles</p> <p>Costing and lists of home improvements</p> |

Literacy on the job: SPEAKING AND LISTENING

| VERY FREQUENTLY | REQUENTLY | FROM TIME TO TIME |
|--|---|--|
| <p>Talk to the patient and/or family</p> <p>Talk to other colleagues to coordinate tasks</p> <p>Communicate work issues to team members</p> <p>Listen and respond to verbal instructions and explanations from the supervisor</p> <p>Ask clarifying questions to check the information given</p> <p>Communicate and coordinate with other agencies and disciplines working in the same area of with same patient</p> | <p>Order medicines or equipment from suppliers (face-to-face and over the phone)</p> <p>Participate in team meetings</p> <p>Report to manager about anything affecting the patient care or tasks</p> <p>Request assistance from others</p> <p>Listening to technical information (Operating sensitive equipment and care devices)</p> | <p>Discuss problems with a care plan with supervisor or other team members</p> <p>Safety precautions: mention the rules and inform others</p> <p>Be vigilant relating to sensitive care and patient issues</p> <p>Give clear record of events to senior staff and other agencies (Police, Ambulance)</p> <p>Speak to patient neighbours (community carers)</p> |

Literacy on the job: NUMERACY

| VERY FREQUENTLY | FREQUENTLY | FROM TIME TO TIME |
|---|---|---|
| <p>Make accurate weights and measurements</p> <p>Check patient and ambient temperatures</p> <p>Monitor patient changes (e.g. weight, temperature)</p> <p>Count and monitor Tablets and Capsules,</p> <p>Measure and monitor Liquid Medicines</p> <p>Monitor patient meal times/guidelines</p> | <p>Estimate the time needed to get to patients (community carers)</p> <p>Calculate costs of household items and groceries (community carers)</p> <p>Calculation of working hours, hourly wage, overtime</p> <p>Time, weights and measures for preparing food</p> <p>Plan the working day based on tasks</p> | <p>Timesheets / Wage calculation procedure</p> <p>Conversions between imperial and metric for cooking</p> <p>Measure and monitor IV Infusions</p> <p>Measure and monitor Injections</p> <p>Telephony</p> <p>Household meter readings (community carers)</p> |

Literacy on the job: CRITICAL THINKING

| VERY FREQUENTLY | FREQUENTLY | FROM TIME TO TIME |
|---|---|--|
| <p>Decision to do a job by yourself or request help from others</p> <p>Evaluate sensitivity of situations</p> <p>Choose the best and most efficient methods to complete a task</p> <p>Multitasking, gather patient information whilst working</p> <p>Plan and implement the plan for situations</p> <p>Evaluate and make adjustments to the plan.</p> <p>Anticipate the next situation.</p> | <p>Deal with changes to care plans</p> <p>Discuss and agree on changes to care plans</p> <p>Identify if changes, situations or incidents need to be referred to managers, supervisors and team members</p> <p>Identify problems and develop solutions</p> <p>Deal with concerned relatives</p> <p>Consider / protect patient dignity</p> <p>Consider / protect patient confidentiality</p> <p>Initial assessment of situations,</p> | <p>Deal with unexpected issues and emergency situations</p> <p>Act / react instantly based on training with impartiality</p> <p>Deal with contingencies e.g. problems with equipment, personal injury or accidents</p> <p>Deal with delirious and/or dangerous patients</p> <p>Cope with death</p> <p>Prioritising interventions</p> <p>Awareness of patient rights, religious and cultural beliefs.</p> |

Literacy on the job: INFORMATION COMMUNICATION TECHNOLOGY

| VERY FREQUENTLY | FREQUENTLY | FROM TIME TO TIME |
|---|--|---|
| <p>Using computer to make and share appointments/diaries</p> <p>Use Smart device to communicate with staff/patients (pager, Smartphone, Tablet)</p> <p>Use of GPS to find patients addresses (community carers)</p> <p>Operate and interact with modern digital medical equipment</p> | <p>Using computer to aid to stocktaking</p> <p>Using computer to update on meetings, agendas and communications from other staff</p> <p>Using computer to order supplies</p> <p>Using computer, internet, and email to shop online for patients (community carers)</p> <p>Set up personalised communication and entertainment systems for patients</p> | <p>Use the internet to research Health Issues/Policy</p> <p>Use Social Media to help patients contact family/friends (community carers)</p> <p>To test own skills and job related updates and developments</p> <p>Operate standard household devices e.g. thermostat, catering and entertainment (community carers)</p> |

IMPRINT

Lancaster and Morec

Morecambe Road Lancaster Lancashire LA4 4QJ UK
www.lmc.ac.uk

Contact:

John Latham
j.latham@lmc.ac.uk

CONTACT

Zukunftsbau GmbH (leading organization) – GERMANY

Dr. Klaus J. Bunke
kjbunke@zukunftsbau.de

Gobierno de Navarra, Departamento de Educación – SPANIEN

Jaime Valdeolmillos
fp.europea@cfnavarra.es

Berufsförderungsinstitut Oberösterreich – AUSTRIA

Marlies Auer
Marlies.Auer@bfi-ooe.at

VUC Sønderjylland – DENMARK

Margit Viig Kristensen
MVK@vucsyd.dk

DBAZ Pleven – BULGARIA

Nicoletta Mintscheva
project@pl.bgcpo.bg

Lancaster and Morecambe College – UNITED KINGDOM

John Latham
J.Latham@lmc.ac.uk

The project results are notably based on European cooperation.

Further information:

www.literacy-and-vocation.eu



Literacy and Vocation is a Leonardo da Vinci Transfer Of Innovation project. This project is funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.