

Highfield Level 3 End-Point Assessment for ST0006 Lead Adult Care Worker

Mock Assessment Materials and Mock Marking Matrix for Professional Discussion

Mock Assessment Documentation

The following pages contain documentation that may be used for employer/training providers to carry out mock assessments for the professional discussion.

Professional Discussion: Sample Questions

Throughout the 45-minute professional discussion, the assessor will review the apprentice's competence in all of the outcomes listed below. Below are some sample questions that can be used to support your mock assessment. The apprentice should prepare for the professional discussion by considering how the criteria can be met.

Element	Question(s)
The main tasks and responsibilities according to their job role	In what ways have you supported individuals in a person-centred way and in accordance with their personalised care plan? In what ways have you managed or lead others in this area? Supplementary questions <ul style="list-style-type: none"> - How have you made sure you and others have communicated effectively with individuals under your care and gained their consent? - How have you managed others to encourage individuals to actively participate and make choices about their own care? - (If relevant) how have you managed others to support individuals with cognitive, physical or sensory impairments?
	A lead adult care worker must be able to:
	Support individuals they are working with according to their personal care/support plan
	Take the initiative when working outside normal duties and responsibilities
	Recognise and access help when not confident or skilled in any aspect of the role that they are undertaking
	Implement/facilitate the specialist assessment of social, physical, emotional and spiritual needs of individuals with cognitive, sensory and physical impairments
	Contribute to the development and on-going review of care/support plans for the individuals they support
	Provide individuals with information to enable them to exercise choice on how they are supported
	Encourage individuals to actively participate in the way their care and support is delivered
	Ensure that individuals know what they are agreeing to regarding the way in which they are supported
	Lead and support colleagues to understand how to establish informed consent when providing care and support
	Guide, mentor and contribute to the development of colleagues in the execution of their duties and responsibilities

Element	Question(s)
Treat people with respect and dignity and honour their human rights	In what ways have you worked in an approach that maintains the dignity of individuals under your care?
	In what ways have you managed or lead others in this area?
	Supplementary questions <ul style="list-style-type: none"> - How have you shown empathy to individuals under your care, and managed others to do so? - How have you shown courage to support individuals that might challenge their personal or cultural beliefs? - How have you demonstrated inclusive practice?
	A lead adult care worker must be able to:
	Demonstrate dignity in their working role with individuals they support, their families, carers and other professionals
	Support others to understand the importance of equality, diversity and inclusion in social care
Exhibit empathy for individuals they support i.e. understanding and compassion	
Exhibit courage in supporting individuals in ways that may challenge their own cultural and belief systems	

Element	Question(s)
Communicate clearly and responsibly	<p>How have you used both verbal and non-verbal communication methods to ensure individuals under your care understand a situation? In what ways have you managed or lead others in this area?</p> <p>Supplementary questions</p> <ul style="list-style-type: none"> - How have you tailored your communication methods depending on individuals' needs, wishes or preferences, and managed others to do the same? - How have you addressed barriers to communication? - In what ways have you lead others to maintain confidentiality of information while at work?
	<p>A lead adult care worker must be able to:</p>
	<p>Demonstrate and promote to other workers excellent communication skills including confirmation of understanding to individuals, their families, carers and professionals</p>
	<p>Use and facilitate methods of communication preferred by the individual they support according to the individual's language, cultural and sensory needs, wishes and preferences</p>
	<p>Take the initiative and reduce environmental barriers to communication</p>
	<p>Demonstrate and ensure that records and reports are written clearly and concisely</p>
	<p>Lead and support others to keep information safe, preserve confidentiality in accordance with agreed ways of working</p>

Element	Question(s)
Support individuals to remain safe from harm (Safeguarding)	What are the signs of abuse and, if identified, how should you respond? Refer to a real example, if you can.
	In what ways have you managed or lead others in this area?
	Supplementary questions
	<ul style="list-style-type: none"> - How should you respond to any unsafe practices you have identified?
	<ul style="list-style-type: none"> - How have you supported others to address conflicts or dilemmas?
	A lead adult care worker must be able to:
	Support others to recognise and respond to potential signs of abuse according to agreed ways of working
Work in partnership with external agencies to respond to concerns of abuse	
Lead and support others to address conflicts or dilemmas that may arise between an individual's rights and duty of care	
Recognise, report, respond to and record unsafe practices and encourage others to do so	

Element	Question(s)
Champion health and wellbeing for the individuals they support	In what ways have you kept yourself and the individuals under your care healthy, safe and secure?
	In what ways have you managed or lead others in this area?
	Supplementary questions
	<ul style="list-style-type: none"> - How have you supported others to reduce the spread of infection?
	<ul style="list-style-type: none"> - How have you promoted healthy eating and ensured individuals have access to fluids?
	<ul style="list-style-type: none"> - Describe how you have led others to promote wellbeing of individuals
	A lead adult care worker must be able to:
	Lead and mentor others where appropriate to promote the wellbeing of the individuals they support
Demonstrate the management of the reduction of infection, including use of best practice in hand hygiene	
Promote healthy eating and wellbeing by supporting individuals to have access to fluids, food and nutrition	
Carry out fire safety procedures and manage others to do so	
Develop risk assessments and use in a person centred way to support individuals safely including moving and assisting people and objects	
Manage, monitor, report and respond to changes in the health and wellbeing of the individuals they support	

Element	Question(s)
Work professionally and seek to develop their own professional development	Give an example of how you have developed a skill that has supported you in meeting the responsibilities of your role. In what ways have you managed or lead others in this area? Supplementary questions <ul style="list-style-type: none"> - In what ways have you supported others to work well in partnership with others? - How and when would you access support and guidance about conflicts in the workplace? - Describe how you have supported others to work within safe and clear professional boundaries?
	A lead adult care worker must be able to:
	Take the initiative to identify and form professional relationships with other people and organisations
	Demonstrate, manage and support self and others to work within safe, clear professional boundaries
	Take the initiative to evaluate and improve own skills and knowledge through reflective practice, supervision, feedback and learning opportunities
	Demonstrate continuous professional development
	Carry out research relevant to individuals' support needs and share with others
	Demonstrate where necessary mentoring and supervision to others in the workplace
	Demonstrate good team/partnership working skills
	Demonstrate their contribution to robust recruitment and induction processes

Lead Adult Care Worker

The main tasks and responsibilities according to their job role			
Ref	Assessment Criteria	Achieved	Not yet achieved
SA1	Support individuals they are working with according to their personal care/support plan		
SA2	Take the initiative when working outside normal duties and responsibilities		
SA3	Recognise and access help when not confident or skilled in any aspect of the role that they are undertaking		
SA4	Implement/facilitate the specialist assessment of social, physical, emotional and spiritual needs of individuals with cognitive, sensory and physical impairments		
SA5	Contribute to the development and on-going review of care/support plans for the individuals they support		
SA6	Provide individuals with information to enable them to exercise choice on how they are supported		
SA7	Encourage individuals to actively participate in the way their care and support is delivered		
SA8	Ensure that individuals know what they are agreeing to regarding the way in which they are supported		
SA9	Lead and support colleagues to understand how to establish informed consent when providing care and support		
SA10	Guide, mentor and contribute to the development of colleagues in the execution of their duties and responsibilities		

Treat people with respect and dignity and honour their human rights

Ref	Assessment Criteria	Achieved	Not yet achieved
SB11	Demonstrate dignity in their working role with individuals they support, their families, carers and other professionals		
SB12	Support others to understand the importance of equality, diversity and inclusion in social care		
SB13	Exhibit empathy for individuals they support i.e. understanding and compassion		
SB14	Exhibit courage in supporting individuals in ways that may challenge their own cultural and belief systems		

Communicate clearly and responsibly

Ref	Assessment Criteria	Achieved	Not yet achieved
SC15	Demonstrate and promote to other workers excellent communication skills including confirmation of understanding to individuals, their families, carers and professionals		
SC16	Use and facilitate methods of communication preferred by the individual they support according to the individual's language, cultural and sensory needs, wishes and preferences		
SC17	Take the initiative and reduce environmental barriers to communication		
SC18	Demonstrate and ensure that records and reports are written clearly and concisely		
SC19	Lead and support others to keep information safe, preserve confidentiality in accordance with agreed ways of working		

Support individuals to remain safe from harm (Safeguarding)

Ref	Assessment Criteria	Achieved	Not yet achieved
SD20	Support others to recognise and respond to potential signs of abuse according to agreed ways of working		
SD21	Work in partnership with external agencies to respond to concerns of abuse		
SD22	Lead and support others to address conflicts or dilemmas that may arise between an individual's rights and duty of care		
SD23	Recognise, report, respond to and record unsafe practices and encourage others to do so		

Champion health and wellbeing for the individuals they support

Ref	Assessment Criteria	Achieved	Not yet achieved
SE24	Lead and mentor others where appropriate to promote the wellbeing of the individuals they support		
SE25	Demonstrate the management of the reduction of infection, including use of best practice in hand hygiene		
SE26	Promote healthy eating and wellbeing by supporting individuals to have access to fluids, food and nutrition		
SE27	Carry out fire safety procedures and manage others to do so		
SE28	Develop risk assessments and use in a person-centred way to support individuals safely including moving and assisting people and objects		
SE29	Manage, monitor, report and respond to changes in the health and wellbeing of the individuals they support		

Work professionally and seek to develop their own professional development

Ref	Assessment Criteria	Achieved	Not yet achieved
SF30	Take the initiative to identify and form professional relationships with other people and organisations		
SF31	Demonstrate, manage and support self and others to work within safe, clear professional boundaries		
SF32	Take the initiative to evaluate and improve own skills and knowledge through reflective practice, supervision, feedback and learning opportunities		
SF33	Demonstrate continuous professional development		
SF34	Carry out research relevant to individuals' support needs and share with others		
SF35	Demonstrate where necessary mentoring and supervision to others in the workplace		
SF36	Demonstrate good team/partnership working skills		
SF37	Demonstrate their contribution to robust recruitment and induction processes		

Ref	The apprentice is expected to demonstrate:	Achieved: Y/N
B1	Care: is caring consistently and enough about individuals to make a positive difference to their lives	
B2	Compassion: is delivering care and support with kindness, consideration, dignity and respect	
B3	Courage: is doing the right thing for people and speaking up if the individual they support is at risk	
B4	Communication: good communication is central to successful caring relationships and effective team working	
B5	Competence: is applying knowledge and skills to provide high quality care and support	
B6	Commitment: to improving the experience of people who need care and support ensuring it is person centred	

Professional discussion grade	
Fail	
Pass	
Merit	
Distinction	

Mock assessment feedback: