



Care Certificate Standard 5: Work in person centred way



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Question 1

Understand person centred values

Describe how to put person-centred values into practice in their day-to-day work

- Choice and control, This means people being in charge of their lives and having support to make decisions and Setting goals, this means enabling service users to decide what they want to do with their lives. Information Service users need the right information given in an accessible form. It can be very difficult to make good choices without it, and Being positive; Service users need support to look at their strengths and what they can do, rather than a focus on what they can't do. People can often make better choices if they feel positive about themselves.
- Good relationships. It is extremely important to service users to have good relationships with family members, friends, the people who work with them and others, practitioners have a valuable role to play in helping to make this happen and enabling service users to feel part of their community and Listening, Service providers, and practitioners, need to listen to service users to make person-centred support happen. Learning, Person-centred support can give service users the confidence to go out and try new activities and learn new skills plus Flexibility, Person-centred support is crucially about services being flexible enough to fit into people's lives. It is not about a 'one size fits all' service or giving everyone exactly the same service.
- Information, Service users need the right information given in an accessible form. It can be very difficult to make good choices without it, and Being positive; Service users need support to look at their strengths and what they can do, rather than a focus on what they can't do. People can often make better choices if they feel positive about themselves.
- All of the above

Question 2

Understand person centred values

Describe why it is important to work in a way that promotes person centred values when providing support to individuals

- I promote person centred working by avoiding eye contact and facial expression
- I promote person centred working by treating the individual as a person as a whole, as a human being and not just an illness or disease with symptoms to manage. I manage the person

- I promote person centred working by giving them medications, making their beds, handing out food, checking their name bracelet and other procedural aspects to ensure that the process of managing people is correct
- I promote person centred working by telling them they are doing well, and that they are going to get better and that I will attend their funeral

Question 3

Understand person centred values

Identify ways to promote dignity in their day-to-day work

- I identify ways to promote dignity in my work by working with people to foul things up, being alert but at the same time showing sympathy and the need to make the individual as comfortable and/or pain free as possible
- I identify ways to promote dignity in my work by understanding their needs and not acting on them, not being alert but at the same time showing empathy and the need to make the individual as comfortable and/or pain free as possible
- I identify ways to promote dignity in my work by addressing the day to day needs including physical and mental processes, being alert but at the same time showing empathy and the need to make the individual as comfortable and/or pain free as possible
- I identify ways to promote dignity in my work by going out and showing them that I am in charge of their needs and that if they want to get the service they deserve, they better be nice to me and being alert but at the same time showing empathy and the need to make the individual as uncomfortable and/or pain fraught as possible

Question 4

Understand working in a person centred way

Describe the importance of finding out the history, preferences, wishes and needs of the individual

- History is very important, I studied it at school
- Preferences and wishes are all very well, but we do not cater for individual requirements
- I think the needs of the service out way the needs of the individual
- Person centred values incorporate finding out the history, preferences, wishes and needs of the individual

Question 5

Understand working in a person centred way

Explain why the changing needs of an individual must be reflected in their care and/or support plan

- The individuals condition changed, so we changed our care and support plan to take account of those changes
- The individuals condition changed, so we did not change our care and support plan to take account of those changes

The individuals condition changed, so we changed our care and support plan so to not take account of those changes

The individuals condition did not change, so we changed our care and support plan so to not take account of those non changes

Question 6

Understand working in a person centred way

Explain the importance of supporting individuals to plan for their future wellbeing and fulfilment, including end-of-life care

There are no reasons in supporting individuals to plan for their future wellbeing and fulfilment, including end-of-life care

Supporting individuals to plan for their future well-being and fulfilment, including end-of-life care is not essential if individuals are to have a good death, being pain free and at peace with their selves families and friends

Supporting individuals to plan for their future well-being and fulfilment, including end-of-life care is essential if individuals are to have a good death, being pain free and at peace with their selves families and friends

I think at the end of life we all have to go, the sooner the better sometimes

Question 7

Support the individual to maintain their identity and self-esteem

Explain how individual identity and self-esteem are linked to emotional and spiritual wellbeing

When individuals are not content, they are at ease with themselves which includes part of their personality that identifies and links to emotional and spiritual well-being

When individuals are content, they are not at ease with themselves which includes part of their personality that identifies and links to emotional and spiritual well-being

When individuals are content, they are at ease with themselves which does not include part of their personality that identifies and links to emotional and spiritual well-being

When individuals are content, they are at ease with themselves which includes part of their personality that identifies and links to emotional and spiritual well-being

Question 8

Competence: 5.1

Take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress. This could include:

-
- Lighting
 - Noise
 - Temperature
 - Unpleasant odours

[]

- Lighting
- Noise
- Temperature
- pheasant odours

[]

- Lighting
- Noise
- Temper
- Unpleasant odours

[]

- Lighting
- Noise
- Temperature
- Unpleasant odours

Question 9

Competence: 5.2

Report any concerns they have to the relevant person. This could include:

[]

- Senior member of staff
- Career
- Family member

[]

- Senoir member of staff
- Carer
- Family member

[]

- Senior member of staff
- Carer
- Family member

[]

- Senior member of staff
- Carer
- Family mender

Question 10

Competence: 5.3

Raise any concerns directly with the individual concerned

[]

I would speak to them...later

[]

I need to speak to the individual immediately

If I(have time I will skirt around the issue with the individual

If I hang on long enough, the next shift will come on and they can do it

Question 11

Competence: 5.4

Raise any concern with their supervisor/ manager

My supervisor

The CQC

Social Services

The poli9ce

Question 12

Competence: 5.5

Raise any concerns via other channels or systems

e.g. at A.A. meetings

e.g. at team meetings

e.g. at Race meetings

e.g. at church meetings

Question 13

Competence: 5.6

Ensure that where individuals have restricted movement or mobility that they are comfortable.

I would ensure the pillows were comfortable and the bed was made

I would ensure that clothing was loose and unrestrictive

I would ensure that any mechanical aid that was appropriate was available and usable

All the above

Question 14

Competence: 5.7

Recognise the signs that an individual is in pain or discomfort. This could include:

- Verbal reporting from the individual
- Non-verbal communication
- Changes in behaviour

- Herbal reporting from the individual
- Non-verbal communication
- Changes in behaviour

[]

- Verbal snorting from the individual
- Non-verbal communication
- Changes in behaviour

[]

- Verbal reporting from the individual
- Non-verbal communication
- Changes in bees haviour

Question 15

Competence: 5.8

Take appropriate action where there is pain or discomfort. This could include:

[]

- Re-positioning
- Reporting to a more senior member of staff
- Giving prescribed pain relief medication

[]

- Re-positioning
- Reporting to a more senior member of staff
- Giving prescribed pain relief medication

[]

- Re-positioning
- Reporting to a more senior member of staff
- Giving prescribed pain relief medication

[]

- Re-positioning
- Reporting to a more senior member of staff
- Giving prescribed pain relief medication

Question 16

Competence: 5.9

Demonstrate that their own attitudes and behaviours promote emotional and spiritual well-being

[]

My attitudes and behaviours promote emotional and spiritual well-being by:

- Not giving a damn

[]

My attitudes and behaviours promote emotional and spiritual well-being by:

- ensuring everything I do is appropriate and sensitive to their needs

My attitudes and behaviours promote emotional and spiritual well-being by:

- giving all my time and expertise to this one person

My attitudes and behaviours promote emotional and spiritual well-being by:

- showing sympathy and lavishing them with praise

Question 17

Competence: 5.10

Support and encourage individuals own sense of identity and self-esteem

Sometimes I think I'm someone else

Sometimes I want to be someone else

Sometimes I need to be someone else

I a\m happy in my own skin

Question 18

Competence: 5.11

Report any concerns about the individual's emotional and spiritual wellbeing to the appropriate person. This could include:

- Senior member of staff
- Claret
- Family member

- Tenor member of staff
- Carer
- Family member

- Senior member of staff
- Carer
- Families membership

- Senior member of staff
- Carer
- Family member

Question 19

Competence: 5.12

Demonstrate that their actions promote person centred values including:

[]

- individuality
- independence
- privates
- partnership
- choice
- dignity
- respect
- rights

[]

- individuality
- independence
- privacy
- partnership
- choc ice
- dignity
- respect
- rights

[]

- individuality
- independence
- privacy
- partnership
- choice
- dignity
- respect
- rights

[]

- individuality
- independence
- privacy
- partnership
- choice
- dignity
- disrespect
- rights

Question 20

Person centred care in day to day work

Only one answer is correct

[]

Person centred care puts the individual at the centre of what we do not do

[]

Person centred care does not put the individual at the centre of what we do

[]

Person centred care puts the institution at the centre of what we do

Person centred care puts the individual at the centre of what we do

Question 21

Promote the values of person centred care

Only one answer is correct

Show individuals empathy and concern for their well-being

I normally walk straight in without knocking

I often tell them what to do

I write the care plan and tell them what we are going to do

Question 22

Promoting dignity in day to day working

Only one answer is correct

Dignity is an option to consider

Dignity is a client right and must be followed at all times

Dignity is just another word for neglect

Dignity is something they will never have

Question 23

Recognise person centred working features

Only one answer is correct

Person centred care focuses on the person with an illness and not the disease in the person

It has the individual's own experiences as its point of delivery

Strives to understand behaviours and symptoms from the perspective of the person

All the above

Question 24

Individuals history, preferences, wishes and needs with person centred care

Only one answer is correct

This includes physical, emotional and social

This includes physical, spiritual and communication

This includes support and care need

All the above

Question 25

Changing needs reflected in person centred care plan

Only one answer is correct

- Change is not an option
- I take a holistic approach to the individual and their care plan
- Privacy is out of the question
- Care planning is not imperative

Question 26

Supporting individuals to future plan their needs, including end of life care

Only one answer is correct

- Including in advance care planning enjoyment, experience and showing of pleasure
- Well being in future plans include sense of hope, self esteem, ability to communicate their wants and needs
- This includes ability to make contact with other people, ability to show warmth and affection
- All the above

Question 27

Be aware of possible signs of individuals dementia

Only one answer is correct

- There are no symptoms of dementia that I can remember
- Individuals with dementia have good short term memories
- Confusion is a symptom of dementia
- Clarity is a major symptom of dementia

Question 28

Be aware of depression, delirium and age related memory loss may be mistaken for dementia

Only one answer is correct

- Depression may be a symptom of dementia, but not necessarily
- Delirium may be a symptom of dementia, but not necessarily
- Memory loss may be a symptom of dementia, but not necessarily
- All of the above may be a symptom of dementia, but not necessarily

Question 29

Diagnosing dementia early importance

Only one answer is correct

- Dementia can be slowed down if caught early
- Dementia can be speeded up if diagnosed early
- Dementia can be cured if diagnosed early
- Dementia can be surgically removed if discovered early You cannot surgically remove a brain

Question 30

Reporting suspected symptoms of dementia

Only one answer is correct

- I tell the individual's family, but not the individual so not to upset them
- I avoid any details that may cause concern or conflict
- I speak to the person in charge if I have concerns about memory changes in the individual
- I do not tell anyone anything

Question 31

Importance of valuing people, being non-judgmental and contribute to active participation

Only one answer is correct

- Being non-judgmental is not being judged or judging on the basis of one's personal standards or opinions:
 1. 'They tried to adopt a non-judgmental attitude that didn't reflect their own biases. My guidance counselor in high school was sympathetic and non-judgmental.'
- Valuing People** Now is an opportunity to help get better lives for all **people** with learning disabilities and their families, including those with complex needs, and from black and minority ethnic communities.
- Active participation** is an approach that enables individuals to be included in their care and have a greater say in how they live their life in ways that matter to them. The benefits of **active participation** can be divided into primary benefits and secondary benefits.
- All the above

Question 32

Enabling individuals to make informed self decisions

Only one answer is correct

- The individual wished to return to their family home, so I said I would discuss the possibility
- The individual wanted some advice, so I told the my advice was to stop asking for advice
- The individual informed me of his choice, and I told them they could not have it
- He had two choice rats chance and no chance

Question 33

Other ways that may support active participation

Only one answer is correct

- Information can be found in a library
- I confided that the information can be found on the internet
- Large print boodka are useful four individuals who have sight impairment
- All the above

Question 34

Enabling individuals to develop skills in self csre to maintain own social and community ties

Only one answer is correct

- Care and support settings diminish individuals skills
- Being in care setting does not mean an individual does not need active participation
- The individual wanted to bake a calke for a community charity, but I advised them there was a food hygiene risk
- The individualmwanted to go to a local social event, but we would have had to have staff accompany them, so we didnt let them go

Question 35

Support people rights to make choices

Only one answer is correct

- Choice is unavailable
- Choice is for others
- Choice is what your given
- Choice is when there are options available and achievable

Question 36

Agree risk assessment processes for the individuals choice opportunities

Only one answer is correct

- A risk assessment was not used as a tool to support the client making their choice

- A risk assessment was used as a tool to support the client not making their choice
- A risk assessment was used as a tool to support the client making their choice
- A risk assessment was used as a stool to support the client making their choice

Question 37

Support staff views not allowed to influence individuals choices

Only one answer is correct

- I dont like this job anyway
- AS a devout person, I want the individual to have my pious views
- Whilst I may not agree with their views, I accepted theyu are as valid as mine
- I carry a big swastika in my pocket

Question 38

Identity and self esteem linked with spiritual and emotional well-being

Only one answer is correct

- The individuals Identity and self esteemis linked with spiritual and emotional well-being
- The individuals Identity and self esteemis is not linked with spiritual and emotional well-being
- The individuals Identity and not self esteem is linked with spiritual and emotional well-being
- The individuals Identity and self esteem is linked with spiritual and emotional ill-feeling

Question 39

Attitudes and approaches promoting spiritual and emotional well-being

Only one answer is correct

- As a non conformist I am unconcerned with the individuals emotional and spiritual needs
- I sat by the bed and listened to the individual at their time of need
- My attitude to individuals spiritual and emotional well-being is virtually nil
- I thought if I crossed my arms and legs they would get the picture

Question 40

Promoting individuals sense of identity and self esteem

Only one answer is correct

- I told them they looked tired today
- I said they looked good apart from their receeding hairline
- I smiled and said I thought theylooked well and more alert
- I grinned and laughed at them for no reason

Question 41

Contribute to the environment that promotes emotional and spiritual well being

Only one answer is correct

- I am usually noisy which liven things up
- I am aware of the need for calm and reassurance in the environment
- I thought a bit of rock and roll would liven things up
- I turned off the God Channel as I thought it was a bit morbid