

## Supporting note

### Training qualifications – adult social care

Supporting notes are written for CQC’s assessors and inspectors, to help them make consistent judgements on compliance with the essential standards of quality and safety. Supporting notes only act to clarify key aspects of some of the essential standards; they do not introduce additional requirements. Providers may also find the information useful.

<p><b>Purpose of note</b></p>	<p>The purpose of this note is to clarify the expected training for registered persons and staff working in adult social care services. This is because the essential standards of quality and safety are not specific about training requirements for managers and staff of adult social care services (see relevant outcomes in ‘Specific prompts’ section below) whereas previous standards<sup>1</sup> were.</p> <p>The note has been produced in conjunction with Skills for Care<sup>2</sup>.</p> <p>This note applies to staff who provide adult social care, <b>not</b> those that provide healthcare. It applies regardless of whether the social care service is provided by a health or social care provider. For example, it applies equally to staff working for a single care home provider and to those working for an NHS trust providing accommodation for those who require personal care.</p>
<p><b>Main outcome</b></p>	<p><b>14 E</b> <b>25</b></p>
<p><b>Specific prompt (s)</b></p>	<p>14E – People who use services receive care treatment and support from staff who have undertaken:</p> <ul style="list-style-type: none"> <li>• Skills for Care common induction standards</li> </ul> <p>Training and qualifications that satisfy the learning outcomes as advised by Skills for Care</p> <ul style="list-style-type: none"> <li>• Units or qualifications relevant to the job as advised by Skills for Care.</li> </ul>

<sup>1</sup> National Minimum Standards written under the Care Standards Act 2000

<sup>2</sup> Skills for Care is the employer led authority on the training standards and development needs of nearly one million social care staff in England.

	<p>25 – People who use services:</p> <ul style="list-style-type: none"> <li>• Have their care, treatment and support needs met because there is a competent person leading the service.</li> </ul> <p>This is because providers who comply with the regulations will: Undertake appropriate training</p>
<p><b>This note is relevant to the following service types:</b></p>	<p>All adult social care provided in the following service types, whether by health or social care providers.</p> <p>RHS: RSM:LDC;MHC; SMC; CHN; CHS; SPC;DCC; EXC; SHL; SLS</p>

### Detail of the note to the essential standards

Our guidance about compliance describes the outcomes we expect people who use services to experience when a provider is compliant with essential standards of quality and safety. To do this, providers of services should assess the training needs of their workforce alongside the needs of the people using the service and ensure that effective, and in some cases, specialist, training is in place.

#### **Common Induction Standards**

As advised by Skills for Care we expect all people entering or changing roles in adult social care, who are involved in providing care or support, to have undertaken this training within 12 weeks of starting employment.

Previously, under the Care Standards Act 2000, the National Minimum Standards referred to specialist learning disability qualifications (LDAF/LDQ). These no longer exist. For staff new to learning disability, and other specialisms, such as dementia care, physical and sensory disability, Skills for Care recommend that employers ensure the Common Induction Standards are used within the context of each user group.

#### **Registered persons**

Managers are required to have the 'necessary qualifications, skills and experience' to carry on the regulated activity<sup>3</sup>.

For those who have taken earlier qualifications, the following remain valid and relevant:

- Registered Manager's Award (RMA)
- An NVQ Level 4 in Leadership and Management for Care Services

For managers who do not have either of the qualifications listed above, Skills for

<sup>3</sup> Regulation 6(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010

Care advise the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services, choosing the pathway:

- Management of Adult Services **or**
- Management of Adult Residential Services

Managers taking the Level 5 Diploma should use the full breadth of QCF<sup>4</sup> units available to ensure they achieve a qualification that is relevant to the role they are carrying out.

As well as a relevant management qualification, registered managers should have skills, knowledge and experience relevant to their job role and care setting. This may include the following care qualifications:

- Level 4 NVQ in Health and Social Care
- Relevant nursing, physiotherapy or occupational therapy qualification and registration
- Relevant social work qualification and registration with the GSCC

When they apply to register with CQC, managers must have documentary evidence of all relevant qualification/s and any professional registrations. If this documentation shows that a person applying to become a registered manager does not have one of the above qualifications, or is not registered on the Level 5 diploma course then, as in the guidance set out by Skills for Care, they should register and successfully complete the Level 5 course without delay. Our response should be proportionate, taking into account the impact on outcomes for people who use services, the person's previous experience, existing qualifications and any steps they have taken to achieve a qualification listed above.

For more specific information managers should consult Skills for Care website, details are below.

## Background and references

Skills for Care: [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk) 'Skills for Care advice on CQC's workforce specific outcomes'

<b>Produced by</b>	Bernadette Oxley/Diane Gaunt in consultation with Skills for Care
<b>Date of issue</b>	August 2011
<b>Date for review</b>	August 2012

<sup>4</sup> Qualification Credit Framework