**Carmel College**

BTEC National Diploma in Health & Social Care

Work Placement Pack 2

January 2019 – March 2019

**Placement dates for most students –**

**2019 – January 16th, January 23rd, January 30th, February 6th, February 13th, February 27th, March 6th, March 13th, March 20th, March 27th,**



Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Placement: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**This placement will be for 1 day per week.**

It is essential that you fill in this pack as fully as possible as it will be evidence and research for your work placement units 6 & 44. It is much easier to complete this evidence as you go along whilst everything is still fresh in your mind.

You must also RECORD your placement hours and get them signed off!

This will be important evidence that you have completed the required number of hours in order to pass the course and gain your qualification. The form is at the back of the pack.

|  |  |
| --- | --- |
| **TOTAL HOURS for this placement** |  |
| **Placement 1 hours** |  |
| **TOTAL HOURS** |  |

**Guidelines to assist you**

As a student on placement you will be expected to join one or more teams of carers.

The guidelines below are designed to enable you to gain the maximum benefit from your placement. You will learn from all your experiences and from observing others, you will also gain a knowledge of employment by being part of a working team and through the opportunity to put theory into practice.

You will be one of the lowest levels of people in the team but you can still be of great benefit.

Your role will be limited by the guidelines you are given by your placement supervisor; these guidelines may vary in different placements.

It is important that you recognise the limitations of your abilities and you should not do anything that could put people at risk including yourself. This may include

* Not having sufficient skill to perform a task
* Inadequate knowledge to make a decision or give information
* Using equipment, you have not been trained how to use
* You should not be asked to assist with moving and handling individuals unless you have been fully trained.

You should discuss your learning objectives and the information you need to gather with your placement supervisor.

At all times you should remember that the team has a primary function of delivering the best possible care to the client group. There may be times when you may feel in the way because people within the setting have certain duties that must be performed.

You can however be observant, willing and enthusiastic about any task you are given to perform; it is however important that you **do not undertake anything for which you have not been trained – this may include using equipment.**

You should **respect the confidentiality of clients** at all times.

Make notes on questions you may have and find a suitable time to ask the appropriate person. Taking breaks with staff rather than arranging a break to fit with a friend also in the setting is a good way to maximise you learning.

***Tips to help you:***

1. Ensure you know where to go, who to ask for and what time to arrive on your first day.
2. Arrive at your placement in good time every day – if you are going to be late let your supervisor know.
3. Dress appropriately for the work you are doing.
4. Be prepared – ensure you have any equipment you need e.g. a pen, your work experience pack – Do you need a packed lunch?
5. If you are unable to attend your placement, you must let your placement supervisor know as soon as possible and also contact the Health & Social Care Department at college.
6. Keep a record of your daily activities in your work placement diary.
7. Collect evidence to assist your learning in the various units you are and will be covering especially unit 1,2,3, 6 & 44.

There are many different ways in which to learn during your work placement, not just by doing. Opportunities include:

* *Developing specific skills*
* *Observing*
* *Finding out about the organisation and how your work fits into it*
* *Learning about Health & Safety in the workplace*
* *Developing communication skills – with professionals, with clients*
* *Using your initiative*
* *Working as part of a team*
* *Dealing with people*
* *Learning working techniques*
* *Discovering the reasons behind working methods/systems*
* *Observing*
* *Asking questions*

**Useful Telephone Numbers:**

**Work placement: .............................................**

**Health & Social Care at Carmel: 01744 452286**

**Carmel College main number: 01744 452200**

**General Information to discover about your work placement.**

1. Which sector does the organisation fit into?

Public

Private

Voluntary

1. Who regulates the setting? E.g. Ofsted, care quality commission.

........................................................................................................................................................................................................................................................................................................

1. List the hours that the organisation is open:

Monday…………………………………………………….

Tuesday…………………………………………………….

Wednesday…………………………………………………

Thursday……………………………………………………

Friday……………………………………………………….

Saturday……………………………………………………..

Sunday………………………………………………………

1. How many people work in the organisation?
2. How many people work in your department?
3. List the types of jobs in the organisation:

............................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................

1. Do employees work any of the following?

Shifts

Unsocial Hours

Flexitime

Overtime

1. Draw a chart detailing the staff structure of the organisation, similar to the example shown below;

F

**Policies and Procedures – these link to Unit 3 & Unit 2 of your course.**

C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900024283[1].wmfLegislation (laws) and national policies have a direct effect on practice within the care setting.

We can divide these into two main categories

Health & Safety

Equality & Diversity

Each setting will have its own policies and procedures to ensure they achieve what is required by the law and national policies.

All employees should be aware of the policies and procedures within their setting.

**Defining terms** – *see your textbook page 292 and write an explanation of the terms*

Policy –

Procedure -

As part of your induction to the setting you should be introduced to the policies and procedures e.g. under Health & Safety Legislation you should expect the evacuation procedure to be explained and to be shown the fire exits, in case there is a fire. C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900287333[1].wmf C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OTYA6KE8\MC900359035[1].wmf C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OTYA6KE8\MC900071140[1].wmf

As a student on placement you should not expect to receive a copy of each of the settings policies, you should therefore ask your supervisor if you can spend some time studying these documents and making some notes.

List all the policies of the setting relating to Health Safety and Security.

.................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................

How often are the policies relating to Health Safety & Security reviewed /updated?

.....................................................................................................................................................................................................................................................................................................................................................................................................................................................................

How often are the staff trained on Health, Safety and Security?

......................................................................................................................................................

......................................................................................................................................................

What training do staff undertake relating to Health, safety & Security?

…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

List all the policies of the setting relating to Equality & Diversity.

................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................. How often are the policies relating to Equality & Diversity reviewed /updated?

.....................................................................................................................................................................................................................................................................................................................................................................................................................................................................

How often are the staff trained on Equality & Diversity?

......................................................................................................................................................

......................................................................................................................................................

What training do staff undertake relating to Equality & Diversity?

…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………Make notes on the confidentiality policy, how does it promote individual rights?

.........................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................………………………………………………………………………………………………………………………………………………...

How are complaints dealt with in this setting?

.................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................

**Reflective Journal.**

A good practitioner reflects on their actions, thoughts and feelings. This is to identify why things occurred in the way they did; some things will go well and it is important to reflect on these to ensure the same result in the future. Other things may not go as expected and you may need to identify ways in which you can improve these in the future.

During your placement, you need to gather evidence to meet the following criteria.

|  |  |
| --- | --- |
| **Unit 44 – P4** | Present a portfolio of evidence from all placements that demonstrates the development of own practice in Health & social care settings. |
| **Unit 44 – P3** | Make regular reflective entries in a personal journal related to own contributions to work in a Health & social Care setting. |
| **Unit 6 - P5** | Reflect on own personal & professional development |

The following pages will act as your personal journal in which you will make regular entries and reflect on your contributions within the setting and your own development as a Health & Social Care worker. You should find that your skills, knowledge and abilities will develop and increase as you progress through your placements.

Do not be afraid of self-criticism, being able to criticise your performance is an important skill enabling you to evaluate your performance and will help to consolidate your learning.

Here are some examples of evaluation of personal performance:

* I feel my irritation at being asked to do a task I don’t like doing showed in my body language. I need to be aware of the messages I am giving and recognise that these tasks are necessary for the smooth running of the team.
* I avoided talking to a client with a hearing impairment because I am embarrassed when I speak loudly and feel everyone around is listening. I am discriminating against this client because of their disability due to my feelings. I need to take the opportunity to talk to this client, if I do this I will overcome my personal discomfort and become more confident in my communication.
* When talking to a care assistant about something personal a client had told me I forgot about confidentiality. I need to be more alert about confidentiality, it is easy to forget.
* I was pleased with the way I comforted Mrs K because I empathised rather than sympathised with her loss

**At the end of each day in placement** look back at the work and care you have undertaken, any new experiences and opportunities you have had for new learning or to apply theory to practice.

**In class the following day** you will have opportunity to complete your reflection of the day in placement, these reflections will develop into your personal Journal providing evidence for Unit 44 P3 & P4 along with Unit 6 P5

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 1. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| *Which parts of today went well? (positives)* |  |
| *What were the reasons for my good performance?* |  |
| *Which parts of today didn’t go so well?* |  |
| *What were the reasons for my poorer performance?* |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 2. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| *Which parts of today went well? (positives)* |  |
| *What were the reasons for my good performance?* |  |
| *Which parts of today didn’t go so well?* |  |
| *What were the reasons for my poorer performance?* |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 3. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| *Which parts of today went well? (positives)* |  |
| *What were the reasons for my good performance?* |  |
| *Which parts of today didn’t go so well?* |  |
| *What were the reasons for my poorer performance?* |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 4. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| *Which parts of today went well? (positives)* |  |
| *What were the reasons for my good performance?* |  |
| *Which parts of today didn’t go so well?* |  |
| *What were the reasons for my poorer performance?* |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 5. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| *Which parts of today went well? (positives)* |  |
| *What were the reasons for my good performance?* |  |
| *Which parts of today didn’t go so well?* |  |
| *What were the reasons for my poorer performance?* |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 6. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| *Which parts of today went well? (positives)* |  |
| *What were the reasons for my good performance?* |  |
| *Which parts of today didn’t go so well?* |  |
| *What were the reasons for my poorer performance?* |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 7. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| ***Which parts of today went well? (positives)*** |  |
| ***What were the reasons for my good performance?*** |  |
| ***Which parts of today didn’t go so well?*** |  |
| ***What were the reasons for my poorer performance?*** |  |
| ***How could I have performed better?*** |  |
| ***What have I learned today?*** |  |
| ***How do I rate my performance out of 10?*** |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 8. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| ***Which parts of today went well? (positives)*** |  |
| ***What were the reasons for my good performance?*** |  |
| ***Which parts of today didn’t go so well?*** |  |
| ***What were the reasons for my poorer performance?*** |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 9. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| ***Which parts of today went well? (positives)*** |  |
| ***What were the reasons for my good performance?*** |  |
| ***Which parts of today didn’t go so well?*** |  |
| ***What were the reasons for my poorer performance?*** |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |

*C:\Users\annh\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J3FQ0BMD\MC900384172[1].wmf****Week 10. Date…………………………………………….***

*When reviewing your performance give examples*

*When completing your review of the day you might like to consider the following*

-Behaving professionally & appropriately (efficient, honest, trustworthy, open, taking responsibility, working under pressure & staying calm, accepting constructive criticism, following instructions & completing tasks) Seeking help & advice.

|  |  |
| --- | --- |
| Description of the work I have undertaken today. |  |
| How did I approach the work I carried out? Was my approach positive? If not why not?  *Was I enthusiastic about my work?*  *Did I use my initiative?*  *Did I follow instructions?*  *Did I complete tasks to the best of my ability?*  *Did I accept constructive criticism?*  *Did I work as part of the team?* |  |
| *How did the way I worked affect the clients?*  *Did I value diversity & Difference?*  *Was I considerate of clients individual needs?*  *Have I maintained client confidentiality?* |  |
| *How did the way I worked affect my colleagues?*  *Did it assist them or hinder them?*  *Did I use my initiative and problem solving skills?*  *Did I use my negotiation skills?* |  |
| ***Which parts of today went well? (positives)*** |  |
| ***What were the reasons for my good performance?*** |  |
| ***Which parts of today didn’t go so well?*** |  |
| ***What were the reasons for my poorer performance?*** |  |
| *How could I have performed better?* |  |
| *What have I learned today?* |  |
| *How do I rate my performance out of 10?* |  |