

## Care Certificate Game - Case Study

### Royal United Hospitals Bath NHS Foundation Trust (RUH)

#### Care Certificate Overview

The Care Certificate is a challenge for all employers in health and social care. Group work is a key requirement of the Care Certificate and CQC inspectors now require proof that the Care Certificate is being implemented. Employers and assessors need practical tools that help them deliver effective face-to-face learning and assessment with minimal disruption at a reasonable cost.

The Care Certificate Game is a practical group learning tool built around evidence-based questions and scenarios designed to stimulate discussions and reflection. The board game is easy to play and delivers a broad blended and interactive learning experience directly mapped to 8 key standards of the Care Certificate:

1. Duty of Care
2. Equality & Diversity
3. Work in a Person-Centred Way
4. Communication
5. Privacy and Dignity
6. Fluids & Nutrition
7. Awareness of Mental Health, Dementia & Learning Disabilities
8. Infection Prevention & Control



While players discuss, share and reflect on the questions and scenarios in a safe and supportive environment, assessors can monitor levels of attainment, communication skills and understanding of role and responsibilities.

The game board is also a simple visual competency assessment tool that reflects a group's level of understanding around each key standard. Success in the game is reflected on the board and directly maps levels of knowledge and understanding.

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**Health Education England has officially endorsed the Care Certificate Game:**

*“Health Education England has been working with external developers to identify the most effective tools to support employers. The Care Certificate Game has been selected as one of the resources that we endorse and that organisations might wish to acquire.”*

**Royal United Hospitals Bath NHS Foundation Trust**

The Royal United Hospitals Bath NHS Foundation Trust provides acute treatment and care for a catchment population of around 500,000 people in Bath, and the surrounding towns and villages in North East Somerset and Western Wiltshire.

The Trust employs 4,800 staff, provides 565 beds and a comprehensive range of acute services including medicine and surgery, services for women and children, accident and emergency services, and diagnostic and clinical support services.

When the Care Certificate (CC) was introduced in April 2015 RUH decided that it would become mandatory for all new healthcare support workers joining the Trust.

The trust realised that new staff would need an effective introduction to the requirements of the Care Certificate’s 15 standards and so a robust induction programme was developed that presented the Care Certificate on the first day and more specific role requirements on day two.



RUH first saw the care Certificate Game at a meeting of the Care Certificate Consortium (CCC) and immediately recognised it as a fun, interactive and effective learning tool.

RUH consequently bought several copies of the Care Certificate Game and adapted their induction programme to include the game. Newly hired staff now spend 2 hours playing the Care Certificate Game. The game gives them an insight of what is expected of them and a good understanding of their roles and responsibilities. Playing the game gives candidates a chance to discuss and reflect on the Care Certificate and what it will mean for them in their new jobs.

The game encourages intense and creative debates helping players to consolidate their knowledge and highlighting areas where they need to improve their understanding. RUH has concluded that the game is highly effective at helping new staff to understand their roles and responsibilities.

**Existing staff included**

It soon became clear that existing staff were equally eager to gain knowledge about the Care Certificate and so the game has now been made available to existing staff helping them to test, acquire and refresh knowledge and skills.

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A programme of monthly 2-hour workshops was developed for existing staff and anyone attending receives a certificate to say they have been introduced to the Care Certificate. This has proved to be an excellent refresher for existing staff and helps them understand what their new colleagues are being taught. The feedback has been very positive and staff report that while they understand their roles and responsibilities the game makes them think about how they treat their patients and how they could enhance patient safety.

One year after introducing the Care Certificate RUH introduced standardisation for Care Certificate assessors, this offered the chance to update people on any changes there has been made and of course we can advertise the game which is now widely used not only as part on the CC induction but to enable learning for our existing staffs.

### Feedback from players...

*"I did not know what the Care Certificate was before today, playing the game has helped me to understand it better"*

*"Great, what a good way to learn about the standards, I would like to play the game a few more times to increase my knowledge"*

*"Really enjoyed the game and the group interaction. I like working in a team"*

*"Playing the Care Certificate Game gave me a better understanding of the standards and why we need them"*

*"I was really worried about the Care Certificate as I am new to care. Playing the game helped me to understand what the Care Certificate was all about"*

*"Playing the Care Certificate Game has really tested my knowledge I didn't realise I knew so much"*

*"I had not heard of the Care Certificate Game until now. I liked the question and answer aspect of the game, really made me think, thank-you"*

*"I liked the group participation when playing the Care Certificate Game"*

*"I didn't realise there was so much to learn about the standards. Playing the Care Certificate Game has helped me to recognise that I need to learn more to enable me to provide good care"*

With thanks to Nardina Storey, Learning & Development Manager, Royal United Hospitals Bath NHS Foundation Trust.

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