The Social Care Commitment...
building confidence in our workforce.

www.thesocialcarecommitment.org.uk

For your business the commitment will:
- help you to demonstrate how you meet Care Quality Commission (CQC) workforce standards
- improve and maintain competitiveness in commissioning
- help you support your workforce
- improve your standing as an appealing employer
- help you deliver higher quality care and support
- build the confidence your customers have in your organisation.

For the adult social care sector in England the commitment will:
- help develop a valued and recognised workforce
- encourage a fairer commissioning process
- sustain the development of the workforce
- lead to widespread quality improvement
- improve recruitment and retention within the sector
- help improve the public perception of the care sector.

For the general public the commitment will:
- be a new indicator of quality
- lead to informed choice
- create greater purchaser control
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It provides evidence towards:
- Think Local Act Personal (TLAP) Making it Real progress markers
- Investors in People (IIP)
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The Social Care Commitment supports the achievement of the...

Health and Social Care Diploma
Common Induction Standards
Manager Induction Standards
Leadership and Qualities Framework
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Health and Social Care Diploma
A Diploma in Health and Social Care is flexible to suit all fields of health and social care. Learners can select a pathway that suits their role - for example, working with people with a learning disability, people with dementia or children and young people.
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Common Induction Standards
Skills for Care’s Common Induction Standards (CIS) are the standards people working in adult social care need to meet before they can safely work unsupervised. The CIS include standards that are specific to adult social care and ones that are generic to the working environment. They need to be delivered in a context relevant to the service and job role.
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Manager Induction Standards
Skills for Care’s Manager Induction Standards (MIS) set out clearly what a new manager needs to know and understand. They are aimed at those new to management as well as those new in post who have previously managed other care services. They are also intended for aspiring or potential managers to help support their development.
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The Social Care Commitment supports the achievement of the...

Leadership and Qualities Framework

The Framework describes, in one place, the attitudes and behaviours needed for high quality leadership at every level of the sector. It focuses on the values and behaviours that provide the foundations of leadership. Reflecting the diversity of social care, the Framework shows what leadership looks like in different contexts.

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Professional Capabilities Framework
The Professional Capabilities Framework (PCF) is an overarching professional standards framework that sets out consistent expectations of social workers at every stage in their career. The PCF gives social workers and their employers a framework around which to plan their careers and professional development and informs the design and implementation of career structures and job roles.
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Standards for Employers of Social Workers

The standards set out shared core expectations of employers, enabling social workers in all employment settings to work effectively and supporting them in today’s changing landscape of social services. They are shared across local authorities, health and voluntary and independent sector employers ensuring that social workers can expect the same levels of support across all social worker roles in all organisations.

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**Helping you to demonstrate how you meet Care Quality Commission (CQC) workforce standards**

One of the most important areas in which the Social Care Commitment can support you is by generating evidence that demonstrates you are meeting CQC essential standards. The employer statements from the Social Care Commitment correspond with the Key Lines of Enquiry (KLOE) in residential care statements and the CQC Fundamental Standards for Care.

When employers and employees make their commitment, they automatically create a development plan at the same time. These development plans record the tasks and activity that the employer or employee has promised to do as a part of their commitment, showing how the commitment is put into practice. As the tasks are based on the Social Care Commitment statements, they can be easily mapped across to the KLOE and fundamental standards and used as evidence to support CQC compliance.

To strengthen this Skills for Care is working with the CQC and their inspectors so they can recognise a commitment development plan and see how this can support inspection. You can see some sample employer and employee development plans by visiting www.thesocialcarecommitment.org.uk/home/cqc.

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<table>
<thead>
<tr>
<th>The Social Care Commitment employer statements</th>
<th>KLOE in residential care statements</th>
<th>CQC Fundamental Standards for Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>I will take account of potential employees’ values, attitudes and behaviours when recruiting new staff.</td>
<td>W1, W2</td>
<td>CQC Standards: 1, 2, 3, 4, 5, 6 and 11</td>
</tr>
<tr>
<td>I will provide thorough induction for all new staff and for those changing job roles.</td>
<td>W1, W2, W3</td>
<td>CQC Standards: 1, 2, 3, 4, 5, 6 and 11</td>
</tr>
<tr>
<td>I will provide timely, appropriate and accessible education, training and development opportunities to enable my employees to develop and strengthen their skills and knowledge.</td>
<td>W2, W3, W4</td>
<td>CQC Standards: 1, 2, 3, 4, 5, 6 and 11</td>
</tr>
<tr>
<td>I will encourage everyone I employ to sign-up to the Social Care Commitment and to commit to any codes, standards or registration systems applicable to their job role.</td>
<td>W2, W3</td>
<td></td>
</tr>
<tr>
<td>I will take responsibility for the values, attitudes and behaviour that my employees display during their work, including upholding and promoting equality, diversity and inclusion.</td>
<td>W2, W3</td>
<td>CQC Standards: 1, 2, 3, 4, 5, 6 and 11</td>
</tr>
<tr>
<td>I will regularly monitor the skills and behaviour of everyone I employ, ensuring that feedback is gathered from anyone they support or have direct contact with, including families and carers.</td>
<td>S1, S2, S4, S6, S7, E2, E3, E5, C1, C2, C3, C4, C5, R1, R2, W2, W3</td>
<td>CQC Standards: 1, 2, 3, 4, 5, 6 and 11</td>
</tr>
<tr>
<td>I will work to ensure a positive culture and working environment where all employees are supported to meet their commitments under the Social Care Commitment.</td>
<td>W1, W2, W3, W4</td>
<td>CQC Standards: 1, 2, 3, 4, 5, 6, 8, 9 &amp; 11</td>
</tr>
</tbody>
</table>

The Social Care Commitment supports the achievement of the:

| Health and Social Care Diploma | Common Induction Standards | Manager Induction Standards | Leadership and Qualities Framework | Professional Capabilities Framework | Standards for Employers of Social Workers |
The Social Care Commitment... building confidence in our workforce.

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What are the Making it Real progress markers?
Making it Real sets out what people who need care and support and carers expect to see and experience if support services are truly personalised. The six Making it Real ‘progress markers’ help organisations check how they are going towards transforming adult social care. The aim of Making it Real is for people to have more choice and control so they can live full and independent lives.

Who makes it?
Councils and organisations who provide care can all sign up to Making it Real. Unlike the Social Care Commitment individual care workers do not sign up. Instead Making it Real focuses on the organisation ensuring that as a collective they are reaching the standards required.

How is it made?
Firstly organisations need to register on www.thinklocalactpersonal.org.uk, then make a board level declaration confirming full organisational support for Making it Real. Once this is done organisations can develop an action plan detailing three priority areas, which should be uploaded to the TLAP website, shared publicly and updated and reviewed every six months.
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It provides evidence towards...

Think Local Act Personal (TLAP) Making it Real progress markers

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How does the Social Care Commitment fit with Making it Real

Both Making it Real and the Social Care Commitment are voluntary movements for change. They are a way of people in the sector taking ownership and responsibility for personalisation and raising workforce quality. This table shows exactly which Social Care Commitment statements map with the Making it Real progress markers. By making the Social Care Commitment you will be able to evidence which of the Making it Real progress markers you have reached.

<table>
<thead>
<tr>
<th>Social Care Commitment employer statements</th>
<th>Making it Real progress markers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Recruiting staff who care</td>
<td>4. Workforce: my support staff</td>
</tr>
<tr>
<td>2. Thorough induction</td>
<td>4. Workforce: my support staff</td>
</tr>
<tr>
<td>3. Supporting skills</td>
<td>3. Flexible integrated care and support: my support, my own way</td>
</tr>
<tr>
<td></td>
<td>4. Workforce: my support staff</td>
</tr>
<tr>
<td>4. Upholding standards</td>
<td>4. Workforce: my support staff</td>
</tr>
<tr>
<td>5. Taking responsibility</td>
<td>3. Flexible integrated care and support: my support, my own way</td>
</tr>
<tr>
<td></td>
<td>5. Risk enablement: feeling in control and safe</td>
</tr>
<tr>
<td>6. Effective supervision</td>
<td>1. Information and Advice: having the information I need, when I</td>
</tr>
<tr>
<td></td>
<td>need it</td>
</tr>
<tr>
<td>7. Supporting staff</td>
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|                                           | Standards for Employers of Social Workers                          |
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What is Investors in People?
The Investors in People framework is based on the three key principles of Plan, Do, Review and helps to focus on organisational priorities and improving performance through people. The framework makes up the Investors in People Standard. When organisations achieve the Standard they recognise good people make a great business.

How is the Investors in People standard reached?
The IiP Standard has 39 outcome-based evidence requirements which make up the plan, do, review cycle. Organisations who use the framework will build up a complete picture of how their business is managing its people and where it can make improvements. It is also possible to have their performance externally assessed against the standard to be recognised as an Investor in People.

Who can achieve the Investors in People standard?
Investors in People is an organisational standard that demonstrates to customers and employees an organisation’s commitment to good business and people management. Signing up to the Social Care Commitment will provide you with some excellent evidence against the Investors in People Standard. For more information visit www.investorsinpeople.co.uk.

How can the Social Care Commitment help you reach the Standard?
www.thesocialcarecommitment.org.uk

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**How does the Social Care Commitment support Investors in People?**
Both the Social Care Commitment and Investors in People are more than just a quality mark or statement of intent. They both involve having an organisation-wide commitment to working in a way that supports and empowers the workforce which can ultimately lead to delivering quality care and support. The Social Care Commitment can provide evidence for the 39 outcomes you need to achieve to reach the Standard. The table below shows how the statements maps with Plan, Do, Review.

<table>
<thead>
<tr>
<th>Social Care Commitment employer statements</th>
<th>Investors in People Plan, Do, Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Recruiting staff who care</td>
<td>Plan - Learning and development strategy</td>
</tr>
<tr>
<td>2. Thorough induction</td>
<td>Plan - Leadership and management strategy</td>
</tr>
<tr>
<td>3. Supporting skills</td>
<td>Do - Learning and development</td>
</tr>
<tr>
<td>4. Upholding standards</td>
<td>Plan - Business strategy, People management strategy</td>
</tr>
<tr>
<td>5. Taking responsibility</td>
<td>Do - Involvement and empowerment</td>
</tr>
<tr>
<td>6. Effective supervision</td>
<td>Do - Manage effectiveness, Recognition and reward Review - Performance management</td>
</tr>
<tr>
<td>7. Supporting staff</td>
<td>Do - Reward recognition Review - Continuous improvement</td>
</tr>
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**It provides evidence towards...**

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What is the Driving Up Quality Code
The Driving Up Quality Code outlines good fundamental practices and behaviour that organisations supporting people with learning disabilities should be committed to. Signing up to the code gives a public commitment that an organisation believes in these good practices and is working towards them. The aim of the code is to drive up quality in services for people with learning disability; ensuring that organisations go beyond the minimum standards.

Who signs up to the code?
The code is for providers of housing and care for people with learning disabilities, including local authorities and clinical commissioning groups.

How do you sign up?
Providers make a public statement on their own website about signing up and give evidence to show how they meet the five statements. Commissioners commit to actively using the code through their commissioning processes to improve quality in learning disability services. Providers are encouraged to carry out a self-assessment and report how they are working towards meeting the code. For more information visit www.drivingupquality.org.uk.

How does the Social Care Commitment fit with the Driving Up Quality Code?

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How the Social Care Commitment helps you sign up to the Driving Up Quality Code

The Social Care Commitment and the Driving Up Quality Code both aim to improve public perception of care and provide an opportunity to celebrate good practice. There are significant links between the statements from the Code and the commitment. Therefore providers and commissioners can use the evidence generated from the Social Care Commitment tasks to help with their self-assessment for the Code.

<table>
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<th>Driving Up Quality Code statements</th>
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<tbody>
<tr>
<td>1. Recruiting staff who care</td>
<td>3. Care and support focuses on people being happy and having a good quality of life</td>
</tr>
<tr>
<td>2. Thorough induction</td>
<td>4. A good culture is important to the organisation</td>
</tr>
<tr>
<td>3. Supporting skills</td>
<td>2. Support is focused on the person</td>
</tr>
<tr>
<td>4. Upholding standards</td>
<td>4. A good culture is important to the organisation</td>
</tr>
<tr>
<td>5. Taking responsibility</td>
<td>4. A good culture is important to the organisation</td>
</tr>
<tr>
<td>6. Effective supervision</td>
<td>5. Managers and board members lead and run the organisation well</td>
</tr>
<tr>
<td>7. Supporting staff</td>
<td>4. A good culture is important to the organisation</td>
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Think Local Act Personal (TLAP) Making it Real progress markers

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**What is the Dementia Pledge?**
The Dementia Pledge, which contains four key principles, sets out a clear message to those who use their services and the wider community. A commitment to the Dementia Pledge will mean a care provider will work towards demonstrating that they can meet the four principles of the Dementia Pledge. This commitment shows that a provider really cares about developing their workforce's understanding of dementia and adapting the service to meet the needs of the person living with dementia.

**Who makes the Dementia Pledge**
Any care service can sign up to the Dementia Pledge.

**How do you sign up?**
To sign up to the Dementia Pledge you firstly need to register on www.dementiapledge.co.uk. Once you have registered and made the pledge you receive a copy of the Dementia Pledge logo to verify that you have made the pledge. The pledge is an ongoing commitment and services are encouraged to continue to log and monitor their actions.

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How the Social Care Commitment supports your ongoing Dementia Pledge?

Adult social care providers who make the pledge must be able to acknowledge and value the contribution that all of the workforce make to the provision of excellent dementia care services. The Social Care Commitment can provide a platform for services to be able to map and evidence the contribution of their workforce when they are undertaking their tasks. The table below shows how the statements from the commitment map to the principles from the pledge.

<table>
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<tr>
<th>Social Care Commitment employer statements</th>
<th>Dementia Pledge Principles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Recruiting staff who care</td>
<td>2. Quality care, quality life</td>
</tr>
<tr>
<td>2. Thorough induction</td>
<td>1. Know the person who is living with dementia</td>
</tr>
<tr>
<td>3. Supporting skills</td>
<td>1. Know the person who is living with dementia</td>
</tr>
<tr>
<td>4. Upholding standards</td>
<td>2. Quality care, quality life</td>
</tr>
<tr>
<td>5. Taking responsibility</td>
<td>3. Everybody has a leadership role</td>
</tr>
<tr>
<td>6. Effective supervision</td>
<td>3. Everybody has a leadership role</td>
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<tr>
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<td>3. Everybody has a leadership role</td>
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