

Role Play Scenarios for Care Certificate

Note to managers: The purpose of a role play is for the worker to 'act out' how they would do something rather than just a question and answer session. Therefore managers are advised to encourage the worker to reply as if the manager was the customer for the scenarios. The manager to then note below the dialogue and record on the Care Certificate Competency Assessment form which scenario was used and how the worker demonstrated competency.

Role Play Scenario 1 – Customer JP

You are supporting a customer, JP, who likes to be called John, with his lunch, following which you support John with some form of social activity. John has a learning difficulty and as such needs things to be explained carefully to him – he gets muddled if sentences are too long and complicated. John can read some things, at other times he gets distressed if there is too much written information. John has been advised by his GP to try and reduce some weight by eating a healthy diet and getting plenty of exercise – you are required to take this into account when supporting John. John likes using his phone and has several games he likes as APPS on the phone.

Today when you are supporting John he says to you he would like to have meat pie and chips for his dinner and a coke to drink.

Care Certificate competencies for this case scenario are: 1.4c, 1.4d, 3.5d, 5.6d, 6.6b, 7.6c, 8.2e, 8.3f

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1. What would you do in this situation? **Worker - Describe this as if you were speaking to John.**

Manager note what worker says here:

2. This becomes more of a regular occurrence, and John is regularly choosing food which is not going to help him lose weight.

Ask the worker – How would you chat to John about his choice of diet? Who else would you involved and how would you speak to John about this and how would you go about involving anyone else?

Worker - Describe this as if you were speaking to John.

Manager note what worker says here:

3. John usually likes undertaking activities after lunch, such as going for a walk, swimming, bowling and so on. John is now often choosing to sit and watch TV instead and is clearly becoming less interested in getting out and about.

Ask the worker – How would you go about chatting to John about this? Who else would you involve and how would you go about involving anyone else?

Worker - Describe this as if you were speaking to John.

Manager note what worker says here:

4. John has been to visit the dietician and the dietician has given John lots of leaflets to read regarding diet and exercise. When you mention these to John you identify that they are too complicated for him to understand.

Ask the worker – How would you go about discussing leaflets which are too complicated for John to understand to enable him to understand them?

Worker - Describe this as if you were speaking to John.

Manager note what worker says here:

5. You discuss with John about an APP which counts the number of steps a person has done and agree with John to download an APP onto his phone as John thinks it will help him. On this occasion when you're with John you notice the APP seems to have disappeared and John is not sure how, he liked using it just somehow it's gone!

Ask the worker – How would you discuss and resolve this with John, who would you ask to help if you didn't know what to do.

Worker - Describe this as if you were speaking to John.

Manager note what worker says here:

Name of Worker

Signature

Date

Name of Manager

Signature

Date