

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 the competencies.

Role Play Scenario 2 – Customer MR

You are supporting a customer, MR, who likes to be called Mary. Mary lives alone, she is able to communicate without help and able to make her views and choices known. Mary uses a wheelchair to get around her flat and also when out and about. She can propel herself in her wheelchair, however for longer distances Mary asks you to push her along as she gets tired especially when going up a hill. Mary can stand and walk for short distances. In her home she can manage her transfers. Mary likes going out and about and uses public transport to go to her local church. You help Mary to go swimming which she enjoys, it is a session for people with disabilities and the pool attendant help with hoisting Mary in and out of the pool. You also help Mary with some domestic tasks, Mary manages some dusting and wiping down the surfaces whilst you do the hoovering and heavier cleaning. Mary manages her own medicines.

Care Certificate competencies for this case scenario are: 1.4c, 1.4d, 3.3a, 3.5d, 5.3a, 5.3b, 5.4a, 5.4b, 5.4c, 5.5a, 5.5b, 5.5c, 5.5d, 5.6d, 7.2d

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1. Today when you visit Mary to help with the domestic tasks she is quieter than usual and doesn't seem her usual self.

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

Manager note what worker says here:

2. Mary tells you that her left leg is hurting her and she is doesn't know why.

What would you do in this situation, how might you re-position Mary to help with her discomfort?

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

Manager note what worker says here:

3. You look at Mary's leg and to you it seems quite red and inflamed, you suggest to Mary that she would benefit from seeing her doctor. Mary decides she doesn't need any medical advice for her leg and she is going to 'grin and bear it'.

What would you do in this situation, who would you also seek advice from? **Worker - Describe this as if you were speaking to Mary (and to anyone else you would speak to)**

Manager note what worker says here:

4. You notice that the home seems to be overwhelmingly hot and usually Mary likes the air to be cooler and fresher.

What would you do in this situation? If this became a recurring problem who else would you speak to for advice? **Worker - Describe this as if you were speaking to Mary.**

Manager note what worker says here:

5. The district nurse comes to visit Mary when a neighbour is also with Mary. The nurse asks Mary how her leg is and begins to discuss it in detail with Mary with the neighbour there.

Would you discuss this at the time and/or later and who with? **Worker - Describe this as if you were speaking to Mary.**

Manager note what worker says here:

6. Mary says to you that she is really happy with the way you have supported her whilst her leg has been sore and would like to let someone know how pleased she is, how would you do this?

Worker – describe what you would say to Mary and your manager.

Manager note what worker says here:

Name of Worker

Signature

Date

Name of Manager

Signature

Date