

NAVIGATING HEALTH & SOCIAL

Student Handbook

Your insight into the world of care

CONTENTS:

INTRODUCTION.....	3
WHAT IS HEALTHCARE.....	4
WHAT IS SOCIAL CARE.....	5
WHY CARE?.....	6
THE ESSENTIALS.....	7
JOB SPECIFICATIONS.....	8
THE CARE CERTIFICATE.....	12
HEALTH AND SOCIAL CARE WORD SEARCH.....	13
.SCENARIO.....	14
JOB AND CONTACT INFORMATION.....	16

W H O A R E W E ?

INTRODUCTION

Established in 1967 we have an enviable reputation for providing quality services and all of our locations are registered with the Care Quality Commission.

As one of the longest established providers of care, Springfield Healthcare are a trusted name in Yorkshire, Humberside and the North East, with our customers wellbeing and independence being the focus of everything we do.

We provide a wide range of services to support individuals in their own home including bathing, medication support, companionship, shopping, going out and about with our customers, domestic tasks including cooking, cleaning and much more.

Our aim is to deliver high quality reliable services to all our customers whilst offering individualised care packages, which recognise the specific needs of individuals and then builds upon these strengths and abilities to maintain our customer's independence

If you're interested in making a difference by helping others, the care sector has a lot to offer. This workbook is designed to support you in your health and social care studies, as well as explore future career opportunities for you in the world of care.

We're providing information to support you with your coursework, skill development and organisations or volunteering opportunities you may want to check out. You'll also find advice on networking, building up your work experience and getting ready for interviews in the care field.

We hope this will be useful to you!



WHAT IS HEALTHCARE?

Healthcare focuses on the medical needs of individuals, whether in the form of treatment, prevention and management of any injuries, illnesses and disabilities. It involves professionals within hospitals, GP surgeries and holistic/therapies and is often provided via the NHS or private health care.

The main differences between Health Care and Social Care is that healthcare concentrates on health-related needs, whilst social care concentrates on an individuals broader requirements of social, emotional and practical support.

There are some circumstances when the two work together for the benefit of an individual, ie. When someone with a chronic illness is supported by social care after discharge from hospital.

WHAT IS



SOCIAL CARE

Social care within the UK is an umbrella term that covers a multitude of different services and provides the requisite support to individuals (for example with disabilities, illnesses and the elderly) in order to help them maintain their independence and well-being. This support can be provided at home or in a care setting and it includes such things as personal care, lots of practical assistance with day to day tasks and enabling access to social activities.

Key elements include:

- Personal cares including assistance with bathing, dressing, eating, and other personal hygiene tasks;
- Support with shopping and domestic tasks;
- Advice and support to adapt homes and environments to meet individual needs;
- Services that provide accommodation and support for individuals who need assistance with daily living;
- Residential care facilities for individuals who need more intensive support;
- Services that provide daytime activities and support for individuals;
- Technology that enables individuals to call for help if needed.

Springfield Healthcare supports individuals with a variety of conditions, including adults with learning disabilities, mental health issues as well as the elderly. Support comes in many forms, both formal and informal. It can be provided by private companies (like Springfield Healthcare), local authorities, registered charities as well as family, friends and neighbours.

Unlike healthcare which is provided by the National Health Service (NHS), social care is not free. Individuals are responsible for the financial commitment of their care but, in some cases (following assessment) the Local Authority may contribute. The ultimate aims of social care is to enable individuals to maintain their independence and live as full a life as possible.

Social Care can differ within the countries of the UK (England, Scotland, Wales and Northern Ireland) and they all have their own regulatory systems with varying levels of funding and encompass their own policies and procedures.

Springfield Healthcare focuses on supporting individuals with practical, social, and emotional needs to enable them to live independently and participate in society.

Why Care?



Care work is fundamentally important because it is a universal human need, without which our society and economy can't function. Children won't grow up into healthy and happy adults if they are not cared for from the moment they enter into the world.

Care workers provide vital work that the country relies on. By deciding to become a care worker, you will be helping people every day and making an important difference to their lives.

It is rewarding and varied work which develops a strong set of career skills. In care work, there is no such thing as "same thing, different day" – and not every customer is a little old lady with a blue rinse and a Persian cat!

We are tasked with treating each and every customer with the dignity and respect they deserve, and we look after them and keep them safe to the best of our ability. Each customer has a person centred care plan which outlines their preferences and wishes, and that is how we tailor their support to fit them individually.

The Essentials



Why is Health and Social Care important?

Health and Social Care is a vital sector focused on supporting people's overall well-being. It brings together healthcare services (like doctors and nurses) that treat and prevent illness, with social care services (like care assistants and social workers) that provide practical and personal support for daily living, helping individuals live independently and with dignity.



What types of jobs are there?

The sector offers a vast array of roles, from direct care providers like doctors, nurses, care workers, care-co ordinators and supervisor to support roles such as social workers, physiotherapists, occupational therapists, and mental health professionals. There are also many essential non-clinical positions in administration, management, recruitment, catering and maintenance that keep services running smoothly.

Why work in Health and Social Care?

Working in Health and Social Care is incredibly rewarding, offering the chance to make a real difference to people's lives every single day. It's a sector with high demand and job security, providing diverse career paths, opportunities for personal and professional growth, and the unique satisfaction of truly helping others.

The Myths

- It's just personal care. Many roles involve much more, from emotional support to rehabilitation and admin.
- It's low-skilled or poorly paid. Most jobs need significant training and skills, and pay has improved, with good career progression.
- There's no career path. The sector offers clear routes from entry-level to specialist and management roles.
- It's only for women. This sector needs and welcomes people of all genders.
- It's always draining. While challenging, it's incredibly rewarding to make a real difference in people's lives.

Job Specifications



Care Worker

Deliver person-centred care to individuals in their own homes, helping them maintain independence. You'll assist with personal care (baths, showers, incontinence), meals, light domestic duties, and medication, always following company policies and CQC regulations.

No formal qualifications are needed, but good written and spoken English is essential for effective communication. We provide mandatory Care Certificate induction training, and encourage staff to complete a fully funded NVQ2 after probation.

Hours vary, covering morning/lunch, afternoon/evening shifts, and every other weekend. Salary is paid monthly, depending on hours worked.

Skills Needed

- Excellent communication skills
- Empathy and compassion
- Respect, privacy and dignity
- Reliability and punctuality
- Good observational skills



Skills Needed

- Leadership/team management
- Assessment and planning
- Mentoring and coaching
- Problem-solving/decision-making
- Strong communication skills

Supervisor



Most Supervisors are promoted from Care Worker roles. They lead care worker teams in their district, liaising with health professionals to create person-centred care plans and risk assessments. Duties also include staff spot checks, observations, and competencies. Supervisors cover the Coordinator role during absences. An NVQ3 (or working towards it) is required, with a competitive salary and the option for extra care shifts.

Job Specifications



Care Co-Ordinator

Care Co-ordinators are mainly promoted from within, and their main responsibility is to manage customer and care worker relationships in their assigned area.

Key duties include creating staff rotas, coordinating with healthcare professionals (social workers, GPs, district nurses) to ensure person-centered care, conducting staff supervisions, team meetings, 1-to-1s, and appraisals, and handling low-level HR issues and investigations. T

The role also involves weekly on-call telephone duties. They receive a competitive salary, full training, and generally operate on a Monday to Friday, 9 am to 5 pm schedule.

Skills Needed

Adaptability/Flexibility

Attention to Detail

Problem-Solving Skills

Organisational Skills

Communication Skills



Skills Needed

Adaptability to client needs

Companionship/Emotional support

Proactive problem solving

Household management

Comprehensive Personal Care

Live-in Carer



A live-In carer provides 24-hour care for customers preferring someone to live within their property. Beyond the standard duties of a care worker, Live-In Carers may perform additional tasks, including clinical duties, to help customers maintain their independence, such as accompanying them to hospital appointments. They work a minimum two weeks on, one week off rota. Candidates must have at least one year of care experience, preferably with an NVQ qualification (or working towards one).

Job Specifications



Human Resources

All our branches have a HR function to support with our ongoing development, retention, low level investigations, disciplinarys, mediations in line with current legislation and compliance with company policies and procedures, again in line with the guidelines as defined by the Care Quality Commission. We would expect a good standard of education and either a CIPD or confirmation that you would work towards this qualification.

The hours are normal office hours for a 5 day week and salary is competitive and dependant upon age, experience and qualification.

Our HR employees have career progression within our branches, to become either Service Delivery Managers, Managers or members of our regional management team!

Skills Needed

Conflict Resolution

Employee Support

Compliance and Regulation

Professional Development

Policy/Procedure Adherence



Skills Needed

Adaptability & Goal Orientation

Rehabilitation Support

Observational Assessment & Feedback

Motivational Coaching

Support Worker



The re-enablement support team helps customers regain independence post-hospital discharge by motivating them to achieve personal goals and re-engage with their communities. They provide direct, monitored care, including personal care, adhering to high standards to maximize customer outcomes.

This role is open to experienced Care Workers seeking progression or external candidates with relevant knowledge, preferably NVQ2 (and willing to work towards NVQ3). Salary is shift-dependent.



Job Specifications



Admin/Compliance

Some larger branches have a person who does the administration and compliance, to ensure we have safe recruitment and practices within Springfield.

This pivotal role includes duties such as completing Disclosure and Barring Service Checks, driving licence checks, Right To Work documentation, applying for references and also ensuring that training matrices are up to date, with data input for the Skills for Care Service.

Our expectation is that you are self-motivated and educated to GCSE level, with good IT skills.

Salary is competitive, and normal office hours of 9-5 are observed.

Skills Needed

- IT Proficiency
- Data Entry & Management
- Compliance Knowledge
- Organizational Skills
- Attention to Detail



Skills Needed

- Candidate Management
- Active Listening
- Interpersonal Communication
- Time Management/ Organization
- Regulatory Compliance

Recruiter

Springfield's Recruiters are crucial, handling the entire candidate lifecycle: proactively sourcing, interviewing, and managing carers from application through to their first shift.

This involves pre-screening, assessments, compliance checks, and ATS updates. Required skills include prior recruitment experience, knowledge of the recruitment cycle, strong IT/Excel, and GCSEs.

Other job roles within Springfield Healthcare include:

Support worker, Short breaks/Respite worker, Nursing Associate, Palliative Care Worker, Service Delivery Manager, Branch Manager, Regional Operations Manager, Finance/Payroll Officer As we are ever evolving and expanding, there may be others added to our portfolio!



The Care Certificate

The Care Certificate is a set of standards which set the essential knowledge, skills, and behaviours that are required for those new health and social care workers within the UK. It has been developed to embed qualities within carers to ensure they can provide safe, empathetic, compassionate, and cares to a high standard. It is aimed at healthcare assistants within health and social care and also trainee nursing associates;

As at March 2025 there were 16 standards and all employers have a responsibility to ensure that all their staff have completed the Care Certificate within their induction programme;

It is a nationally recognised qualification and gives comfort to employers and recipients of the care that the carers have met a set standard of competence;

The standards include:-

- Basic Life Support
- Health & Safety
- Information/documentation handling
- Infection Prevention and Control
- Person Centred Care
- Communication
- Privacy & Dignity
- Fluids & Nutrition
- Safeguarding of Adults and Children
- Mental Health Awareness
- Understanding of a Carer Role
- Personal Development
- Duty of Care
- Equality & Diversity

Here at Springfield Healthcare we have a comprehensive Induction Programme completed over a week, which incorporates the Care Certificate and also includes company policies and procedures whilst setting out company expectations.

HEALTH AND SOCIAL CARE ROLES



WORD SEARCH

S P B Q W N Y A M Q Q R Q Y G O E S R U N T X I
O M H R T R I B B Z R R Q J T J H S C N V N T A
C V A E Z F Z R F F C A J E E Y A Y W F H A S G
I E C K Y T P N S A F B A V B J R U F T M T I J
A S I R H M K Z I H H C P W Z E O X R R O S P M
L R K O Y X Y H M C H Q D H S X L J E C Q I A C
W U R W E U O T W E G C E E D V L B F V G S R J
O N R H H E K F R F Q A Y P F D E E B H B S E W
R Y J T F C V W O Q Y Y V L U O S U Z V R A H N
K R R U I I R Z I J Z M Y A O H N P R J W G T V
E E F O Y Y K Z A L K Y T A O V U Q O B P N O U
R S Z Y Q R Q P V I K G I B L F O M M B L I I R
L R X X X C F N T G D R I J K M C H H D C H S U
W U M C N F L E I S U R E W O R K E R J Y C Y Y
L N I U T L B P N S J S U T C W E W J M W A H B
V N C D K J F Z L H Y S M T J P N Q Z X G E P F
L W K J N U Y J I K O U P H S P V Y H I V T I U
H J Y J K M E Y P G G J F T R W Z H K T K W L A
B S P A C T I V I T Y W O R K E R E L B N E V T
W J Q J C S N U A Q X X E X G O W A Q V B M S R
I H F O R T Z R N I P P O T Q M A F H R W G W V
T N A T S I S S A D N U O R G Y A L P Y N W P U
O N V J X H Z W R D G K C Z X V B B R S Z T J A
R E K R O W T R O P P U S E R A C H T L A E H R

HEALTHCARE SUPPORT WORKER
ACTIVITY WORKER
SOCIAL WORKER
COUNSELLOR

PLAYGROUND ASSISTANT
PHYSIOTHERAPIST
NURSERY NURSE
TEACHER

TEACHING ASSISTANT
LEISURE WORKER
YOUTH WORKER
NURSE

Scenario

HIGHLIGHT THE PROFESSIONALS MR B MET ON HIS JOURNEY

Mr B lives alone. He has a son who has a history of substance abuse. Mr B has been suffering with a wound on his leg that won't heal, so the District Nurse has been visiting at the request of the GP.

Whilst on a visit she has noted challenging behaviours from the son when he visits, and therefore a Social Worker is now involved. His Neighbour pops in regularly and, on one of these visits, finds that Mr B has experienced a fall. The neighbour calls for the emergency services and speaks to an Operator who sends a First Responder.

They arrive and assess Mr B for further treatment and called for an ambulance. The Paramedics arrive and take Mr B to the accident and emergency at the local hospital where he met by the Receptionist who took his personal details before being seen by the Triage Nurse who took his medical history and detail of the issue he had arrived with. An X-Ray was requested, and the Porter wheeled Mr B to the X-ray department and the Radiographer took an x-ray, and the Consultant Doctor confirmed that Mr B suffered a broken hip.

He was admitted into the hospital for a few days where he received ongoing treatment from the Nurses (assisted by HCAs), Doctors, orthopedic department, wound care and physiotherapy. After having a blood test with Phlebotomy it was discovered that he had diabetes, but this could be diet controlled and he spoke to the Dietician at the hospital. His social worker was informed by the Discharge Team that he was due to be going home and wanted confirmation that it was a suitable environment. The Patient Transport Team accompanied Mr B to his home and made him comfortable.

The Social Worker attended his home with the Occupational Therapist in order to assess the home for its suitability and subsequent request for required equipment from Equipment Services. The Social Worker also found a Provider of Home Care who confirmed they would send care workers (who were all fully trained by their In-house Trainer and competent in their duties) to visit Mr B three times daily until he recovered sufficiently to be able to live unaided. This was partially funded by Direct Payments Team from the Council care budget.

HOW MANY ROLES COULD YOU IDENTIFY?

HIGHLIGHT THE PROFESSIONALS MR B MET ON HIS JOURNEY

The care company sent in their Rehabilitation Team/Rapid Response Team (who are a team who have received additional training in delivering care) until the care company identified the Care Workers who would permanently look after Mr B. An appointment was made for the Supervisor to attend the home of Mr B to write a personalised care plan and risk assessment, documenting the wishes and needs of Mr B. This is paramount to ensure the delivery of care as required by Mr B and in line with the rehabilitation requirements from the hospital. At his request, a Day Care Centre was found for Mr B to visit twice per week, and he was taken there by a dedicated Bus Service, and he was given a lunch time meal from the Staff at the day centre.

This enabled Mr B to access more of his local community and interact with new friends. As he had previously struggled with collecting his own medication, the care company arranged for a Pharmacy to deliver his medication monthly following the receipt of a prescription from the GP. Mr B was a little nervous about falling again, so the Supervisor of the care company organized for him to have an Alert Pendant from a Falls Provider, which he could wear for emergencies. The carers were tasked with ensuring it was worn at every visit.

The Social Worker asked Mr B if he wanted his son to have any say in his care should Mr B become incapacitated and he said no. He agreed that an independent Power of Attorney would be the better option, and therefore an Advocate was found to assist with any financial affairs and important decisions that Mr B wished to make.

The Social Worker, at the request of the son (with persuasion from Mr B) enrolled him in a drug rehabilitation programme, where he had a Drugs Counsellor, Drug Therapist and a rehabilitation programme. Once the programme was finished it was hoped that he would return to society and meet with a Job Coach in order to procure paid employment.

The Care Co-ordinator at the care company ensured they organized the requisite number of visits as authorized by the Social Services and that, during these visits, they assisted Mr B with personal cares, food preparation, medication and anything else Mr B required to maintain his independence within his own home. A Domestic Carer call was put into place to assist with the housework and food shopping for Mr B.

After a number of weeks Mr B sufficiently recovered enough for the Social Worker to reduce the number of daily calls to three, with only one care worker in attendance. However the shopping and domestic calls remained to assist, and Mr B continued to access his community with the support worker.

HOW MANY ROLES COULD YOU IDENTIFY?

WANT TO GET STARTED IN HEALTH & SOCIAL CARE?

To ask about any opportunities for work experience, please contact Tracey Hopkinson.

We are currently working on our very own apprenticeship scheme, to register interest, please contact us below.

For more information about Springfield Healthcare, and the benefits that come from working in care, you can visit our [job page here](#).



CONTACT US HERE

Tracey Hopkinson - Talent Acquisition Lead

✉ traceyhr@springfieldhealthcare.com

☎ 0759 022 6707

Springfield Healthcare Head Office

📍 Unit 2, Fusion Court, Aberford Road, Leeds LS25 2GH

☎ 0370 218 6858

✉ info@springfieldhealthcare.com

*Browse our
website here*

