



## Participant: Simon Sample

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### Participant Report

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## ABOUT THIS REPORT

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*Who Cares?* assesses the knowledge, skills and values needed for work within the care sector. It measures the ability to work as part of a team, show tolerance, care and professionalism towards Service Users, and deal competently with sometimes difficult and varied situations. The scores indicate, according to your responses, how effective you are likely to be as a Care Support Worker.

### Understanding the Results

The bars on the Profile Chart show how your scores compare with other test-takers on key aspects of care support work - Professionalism, Service User Orientation and Team Working. Your Overall Performance on the test is indicated by the final bar.

You have been graded on a five point scale, as shown below:



Note that 'AVERAGE' is wider than the other grades because more people fall into this band than any other.

The group you are compared with in this report is: **Experienced Care Support Workers**.

### Making Use of the Feedback

Reflecting constructively on your results can help develop your potential for Care Support work. We recommend reading carefully the definitions of the scales on the Profile Chart and then considering the Development Ideas suggested at the end of this report. You might want to focus on those areas where you scored lowest compared to other test-takers.

### Caution

Please note that the information contained in this report is based entirely on your responses to the test questions. They assume you have answered honestly and with self-insight in describing how you would respond to the situations presented.

The Development Ideas at the end of this report are given in good faith. Neither Tests Direct Ltd nor its associates can accept liability of any kind for the consequences of using this report.

For more information about *Who Cares?* please contact the person who arranged for you to complete the test.

# PROFILE CHART FOR SIMON SAMPLE

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## Professionalism

A horizontal bar with a purple gradient. The word "HIGH" is written in white inside a white rounded rectangle at the right end of the bar.

HIGH

**Working to high standards, being conscientious and thorough, diligently following care plans and procedures.** Taking pride in your work, aiming to represent your organisation well, and gaining satisfaction from doing a first-class job. Accepting guidance and direction from managers, and continually learning and developing to get better at what you do. Resisting pressure to take short-cuts, and raising concerns if you encounter unacceptable behaviour by colleagues.

## Service User Orientation

A horizontal bar with a purple gradient. The word "AVERAGE" is written in white inside a white rounded rectangle in the center of the bar.

AVERAGE

**Being helpful and responsive, showing empathy and encouraging Service User independence.** Being prepared to spend time asking questions and listening to Service Users to understand their needs, wishes and concerns. Being calm, respectful and patient, giving Service Users your full attention. Helping Service Users gain new skills, and carrying out tasks together rather than taking control and doing things for them.

## Team Working

A horizontal bar with a purple gradient. The word "LOW" is written in white inside a white rounded rectangle at the left end of the bar.

LOW

**Demonstrating strong team orientation, actively supporting colleagues, offering and asking for help when necessary.** Believing in the value of team working and collective decision-making, and seeing it as part of your role to share your skills and knowledge with colleagues. Taking personal responsibility for resolving problems and completing your duties rather than passing them on to others. Alert to the challenges facing co-workers, volunteering to assist those in need.

## Overall Performance

A horizontal bar with a purple gradient. The word "AVERAGE" is written in white inside a white rounded rectangle in the center of the bar.

AVERAGE

**Successfully combining the attributes of Professionalism, Service User Orientation and Team Working to deliver high quality care support.** Balancing the different requirements of the role to deliver effective service and results. Recognising what to do for the best in conflicting situations and basing your decisions on the principles and values associated with excellence in the role.

# DEVELOPMENT IDEAS

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Below are ideas and questions to help you reflect on, and learn from your results in the areas measured by *Who Cares?*

## Professionalism

This area is about maintaining standards, being thorough, and taking pride in a job well done. Think about when you have done something at work or in your leisure time very thoroughly, to the best of your ability. What did you achieve? How did you feel? This diligent, high quality, professional approach is a key part of the Support Worker role.

Consider how you feel about learning new skills and ways of working. When was the last time you had to do this and how did you get on? Do you feel you know most things already, or do you believe there is always more to discover? A good Support Worker needs to be able to listen and learn.

Are you content to take advice or direction from others or would you prefer to learn from your own mistakes? When was the last time you had to work within strict guidelines and how did you find this? As a Support Worker you must be prepared to accept what your manager instructs and follow agreed care plans. Consider what you have done in the past when confronted with someone doing something you knew wasn't right. Would you be prepared to 'stand up and be counted' if you encountered the same situation again?

Do you believe that the impression you give is important? Think of a situation where you have formed a bad impression of a service or product because of the manner or appearance of the person providing it. For example, in a restaurant would you be happy with a perfectly good meal if the waiter treated you in an off-hand way? Good Support Workers create a positive impression with Service Users.

To develop yourself here, try and identify someone (e.g. at work or from the sporting world) who is very professional, and highly-regarded in what they do. Why do you view them as professional? Specifically, what do they say and do that marks them out as a professional? How could you emulate this person's strengths in the role of Support Worker?

## Service User Orientation

Imagine that a member of your family was receiving care and support. How would you want them to be treated? Would you expect the carer to spend time with your family member? Would you want the carer to treat your family member as an important person with their own particular preferences and needs? Would you want the carer to work *with* your family member to help them achieve things? These are behaviours that represent excellent Service User Orientation.

Try to put yourself in the shoes of a Service User. How would you like a Support Worker to communicate with you? How would you feel if they made decisions on your behalf without consulting you first? What actions would please you, and what might cause you distress? Think about how as a Support Worker you could act to really identify and understand Service User needs, and place their requirements at the centre of your work.

Support Workers should be polite and respectful towards Service Users at all times, even in situations where the Service User may appear to be behaving in an awkward or unhelpful manner. The best Support Workers are tolerant and considerate, especially at particularly demanding times.

To develop yourself in this area, try and identify someone who is very caring and considerate, someone who thinks a great deal about others. Specifically, what do they say and do that demonstrates they care? How could you emulate this person's strengths in the role of Support Worker?

## Team Working

Team Working involves 'looking out' for your colleagues and being prepared to help if they are overloaded. When was the last time one of your co-workers spotted that you needed assistance and stepped in to help you out? How did you feel about this? How would you have felt if they had not noticed your need, or even worse, realised you needed help, but done nothing about it?

Good team workers do not just focus on what they are doing, but consider the impact of their actions on colleagues. Think of an instance when someone has created extra work for you, for example by not completing their share of duties or by passing on a problem they could have dealt with. How did you respond and what did you feel about it? Was there anything the other person could have done to make things better? What can you learn from this about your own Team Working?

Think about a time (at work, at college, during sport or leisure activities) when a colleague or teammate was not doing their fair share of the work. How did you feel? What impact did it have on the team's performance? What impact did it have on team morale? Now think about a time when a colleague or friend went out of their way to help you. How did you feel about that? This latter approach - willingly offering help to colleagues - is a key part of the Support Worker role.

To develop yourself here, try and think of someone who is truly excellent at team work. What do they do and say that makes them such a great team worker? How could you emulate this person's strengths in the role of Support Worker?



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