

The background is a solid teal color. A large white circle is centered on the page, containing the main text. A smaller, light teal circle overlaps the bottom right edge of the white circle.

**YOU CAN  
WORK IT OUT**  
ENGLISH AND MATHS TIPS  
FOR CARE WORKERS

We have produced a set of pocket-sized resources offering literacy and numeracy tips to particular groups of workers.

This one is aimed at UNISON members working with elderly people, whether that's in day care, residential care or home care.

It's an update of a resource that UNISON originally developed by the National Institute of Adult Continuing Education (NIACE), now Learning & Work Institute (LWI).

**Design:** [www.the-design-mill.co.uk](http://www.the-design-mill.co.uk)

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## Useful spellings

ability

accident

activity

allergy

Alzheimer's

ambulance

appraisal

arthritis

assessment

assist

awareness

bereavement

care

casualty

catheter

choice

Christmas

clarify

commode

communicated

communication

confidential

confidentiality

contributed

continence

dementia

demonstrate

dentures

designated

diabetic

diarrhoea

diet

## Useful spellings

dietary

dignity

disability

discriminate

disposable

emergency

emotional

empathy

enable

environment

epilepsy

equal opportunities

equality

established

experience

expression

facial

faeces

faith

flammable

fluid

follow

halal

handover

Hanukkah

hazard

hoist

hygiene

incident

incontinence

incontinent

independence

## Useful spellings

identify

independent

individual

infection

information

informed

inhale

injury

instruct

instructions

instructed

kosher

medication

memory

mobility

monitor

next of kin

notify

observe

Parkinson's Disease

personal

physical

physio

policy

practice (noun) = a custom or habit or a professional business, e.g., dental practice

practise (verb) = to do a job or a profession, e.g., to practise law

preferences

prejudice

pressure

## Useful spellings

privacy

procedures

Ramadan

relationship

religion

residential

residents

respect

responsibility

review

role

sedated

self-manage

sensory

service users

show

sling

standards

stereotyping

stroke

supervision

supported

surrounding

tabard

tripod

urine

vegetarian

ventilation

volume

wait

wheelchair

whistle-blowing

## Spelling tips

For tricky words like diarrhoea, you can use a sentence where the first letters of each word spell it in the right order e.g., **D**oesn't **I**t **A**lways **R**eally **R**un **H**orribly **O**ver **E**ach **A**nkle

You can exaggerate how you say a word to yourself to remind you of the silent letters

Feb-**RU**-ary

Wed-**NES**-day

Look for words within words:

Cat-**he**-ter = catheter

Try out a couple of different spellings and see which one looks right.

## Tips for writing client records and accident report forms

### Names and pronouns

Mention the client's name at the start when you write up client records and reports. Use the pronouns your client prefers. If you don't know, ask an open question ('Which pronouns do you use?' not, 'Are you a she?') Then make sure you use the same pronouns throughout.

### Fact, opinion and third-party information

When you write client records and reports, it is important to be clear about the different kinds of information you are using. There are three types of information to think about:

- a **fact** is a piece of information that you know to be true and have observed for yourself e.g., Mr S drank 250ml of fluid between 8am and 11am.
- an **opinion** is your point of view e.g., Mrs B seemed to be a bit depressed this morning.

## Tips for writing client records and accident report forms

- **third-party information** is when you are writing about what someone has told you but you haven't observed it yourself e.g., The district nurse said that Mrs G's leg ulcer is now healing up nicely.

### Past, present & future

When you write up client records or reports, you need to make sure that you use the right tense.

- **Past tense** is for things that have already happened e.g., Mr F had a disturbed night.
- **Present tense** is for things that are happening now e.g., Mrs G is worried that she won't be able to remember all of the new tablets she has to take.
- **Future tense** is for things that are going to happen in the future e.g., Mr B will be visiting his GP to get his test results on Tuesday.

## Initials and abbreviations

<b>COSHH</b>	Control of Substances Hazardous to Health
<b>EPH / OPH</b>	Elderly Persons' Home / Old Persons' Home
<b>GSCC</b>	General Social Care Council
<b>HCA</b>	Health Care Assistant
<b>MCS</b>	Minimum Care Standards
<b>NOS</b>	National Occupational Standards
<b>NVQ</b>	National Vocational Qualification
<b>O/T</b>	overtime
<b>PPE</b>	Personal Protective Equipment
<b>SU</b>	Service User
<b>Unsoc</b>	unsociable

## Metric and imperial measures

### WEIGHT

#### Imperial

#### Metric

1 ounce (oz)

28.35 grams (g)

1 pound (lb)

0.45 kilograms (kg)

2.2 pounds (lb)

1 kilogram (kg)

1 stone (st)

6.35 kilograms (kg)

1 kilogram (kg) is 1000 grams (g)

1 pound (lb) is 16 ounces (oz)

1 stone (st) is 14 pounds (lb)

## Metric and imperial measures

### CAPACITY

#### Imperial

1 pint (pt)

1.76 pints (pt)

1 litre (l) is 1,000 millilitres (ml)

1 pint (pt) is 20 fluid ounces (fl oz)

A teaspoon is about 5 ml

A teacup is about 100 ml

A mug is about 250 ml

#### Metric

568 millilitres (ml)  
or 0.55 litre (l)

1 litre (l)

## Checking your calculations

Carers often have to do calculations and record numbers e.g., checking receipts and change after shopping for a client and entering the information into the client's book; or checking that the mileage claimed matches the start and finishing figures.

One way to check your calculations is to do the sum in reverse:

- if it's an adding sum, check it with a taking away sum
- if it's a taking away sum, check it with an adding sum.

### **Examples:**

Khadija's client gave her £10 to shop for her in the supermarket. The total came to £6.35. Now she needs to check if the receipt and change she has entered in her client's book match the money she has left in her purse.

## Checking your calculations

$$\begin{array}{r} \text{£}10.00 \\ - \text{£}6.35 \\ = \underline{\underline{\text{£}3.65}} \end{array}$$

To check if it's right, do this sum:

$$\begin{array}{r} \text{£}3.65 \\ + \text{£}6.35 \\ = \underline{\underline{\text{£}10.00}} \end{array}$$

Liliana is filling in her mileage claim. The mileage started at 34567 and finished at 34602. She works out that she has travelled 35 miles.

$$\begin{array}{r} 34602 \\ - 34567 \\ = \underline{\underline{35}} \end{array}$$

To check if it's right, do this sum:

$$\begin{array}{r} 35 \\ + 34567 \\ = \underline{\underline{34602}} \end{array}$$

## Multiplication table

0	1	2	3	4	5	6	7	8	9	10
1	1	2	3	4	5	6	7	8	9	10
2	2	4	6	8	10	12	14	16	18	20
3	3	6	9	12	15	18	21	24	27	30
4	4	8	12	16	20	24	28	32	36	40
5	5	10	15	20	25	30	35	40	45	50
6	6	12	18	24	30	36	42	48	54	60
7	7	14	21	28	35	42	49	56	63	70
8	8	16	24	32	40	48	56	64	72	80
9	9	18	27	36	45	54	63	72	81	90
10	10	20	30	40	50	60	70	80	90	100

## Resources

**ESOL Nexus** Resources to help you improve your grammar, vocabulary and English for work when English isn't your first language. **Click here**

**Skills Builder** Bite-sized modules to help with reading, writing and numbers. **Click here**

**Numeracy Challenge** 10-minute assessment to give you an idea of where you are with your maths skills and where you might go next. **Click here**

**SkillCheck** Quick online assessment modules in English, maths and ICT. Recommends next steps when you've finished. **Click here**

**Wranx** Quick, fun, daily drills to help you improve your English, maths and much more. **Click here**

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