

## Care Assistant Interview Questions

NAME OF CANDIDATE	DATE AND TIME OF INTERVIEW

INTERVIEWER	SIGNATURES

Explain structure of home (i.e. number of residents, category of need, day to day activity of the home staffing levels, general routine etc.)

**Scoring: Candidate must score at least 1 on each question**

3=exceeded	2=met	1=partially met	0=not met
Candidate on time:		Score for communication skills only	<input type="checkbox"/>
General conduct during interview: Any Disability (DDA)? Communication skills:			
Tell me about your experience in Care  <i>If no work experience, any personal experience? What type of residents have you cared for? What size home?</i>			<input type="checkbox"/>
What tasks would you do daily as a care assistant?  <i>Offering support, personal care, dressing, helping with meals etc Do they have an understanding of the role?</i>			<input type="checkbox"/>
What do you enjoy about helping people?  <i>Do they show kindness, caring, patience, empathy?</i>			<input type="checkbox"/>
Can you give me an example of where you have gained people's trust by being dependable?  <i>Does not have to be a work-related example, this should show trustworthiness, reliability and dependability</i>			<input type="checkbox"/>

<p>How would you maintain a resident's dignity and privacy when delivering personal care? Why is this important?</p> <p><i>Can they give practical examples of protecting privacy, shutting doors? Asking residents permission etc</i></p>	<input type="checkbox"/>
<p>Can you describe a time when you have made a mistake? What did you do to rectify it?</p> <p><i>Did they take ownership and responsibility? Did they ask for help? Did they put something in place to prevent it happening again?</i></p>	<input type="checkbox"/>
<p>Describe a time when it was important to work as part of a team?</p> <p><i>Do they understand the importance of teamwork? Are they able to work well as part of a team?</i></p>	<input type="checkbox"/>
<p>Why do you think staff attendance and reliability is important in a Care Home?</p> <p><i>Do they understand the importance and impact on residents and other staff?</i></p>	<input type="checkbox"/>
<p>Can you give an example of a time you have found it hard to communicate with someone? What did you do to try and make it easier?</p> <p><i>Are they resourceful and adaptable? Did they show patience and empathy?</i></p>	<input type="checkbox"/>
<p>What would you do if you saw a member of staff being rude to a resident?</p> <p><i>Accountability, remaining calm and professional. Aware of reporting behaviour and safeguarding</i></p>	<input type="checkbox"/>
<p>When was the last time someone gave you feedback? What was the feedback? Did you take it on board?</p> <p><i>Are they able to accept feedback? Are they able to learn and use what they have learnt moving forward?</i></p>	<input type="checkbox"/>

Are you able to use a computer / iPad	YES/NO
Explore gaps in employment Explain: CRB Pay rate and method Holiday pay/sickness pay Uniforms and badges	Copy documents if appropriate Copy certificates Holidays booked?
Does candidate have any questions?	
Total score <input type="checkbox"/>	Did candidate score 1 or above for each question? YES/NO
Successful YES/NO	Hours to be offered: Days and hours available if offered P/T work?