

Care Assistant

Reports to: Team Leader

Responsible for: No direct reports

Role purpose

As an Orwell Care Assistant, you'll play a vital role in the lives of our customers, giving them the choice to stay in the comfort of their own home and supporting them with everything they need to do, to live well. You will work mostly alone in someone's home but will be part of a care team for the benefit and wellbeing of all the tenants who live at the service. No two days will be the same and you will receive the learning and development you need to thrive in Orwell.

Role Scope

You will support and care for people with all aspects of their day to day living, including social and physical activities, personal care, mobility, mealtimes and medication administration

You will be person centred in all that you do. You will offer emotional support to our customers, getting to know them and spending time with them

You will listen, observe and have good communication skills which will include recording and reporting on care plans

You will support our customers, who have a range of health needs, many may live with dementia, mental ill-health and support with end of life care

You will have knowledge and understanding of your safeguarding responsibilities to others

You will contribute to care planning to ensure that care is being person centred and not task focused

Key Responsibilities

You will be solutions focused and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

People-focused – people are at the heart of our business. By recognising people’s diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

Ambitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

Collaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

Effective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

People-focused

You will;

- Promote Equality, Diversity, Fairness and Inclusion at all times.
- Promote a ‘Team Orwell’ culture across the organisation.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell’s policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- See the whole person first and not merely a list of care needs.
- Carefully listen and observe how people prefer their care and support to be delivered on a day-to-day basis and help them make their own decisions to be as independent as possible.

- Provide all aspects of personal care/hygiene
 - showering and bathing
 - dressing and grooming
 - toileting and continence care including catheter care, stoma care
 - teeth and dentures
 - monitor skin integrity

- Support people with taking medicines and other health related support needs
 - encouraging, reminding; assisting and administration of medicines
 - ordering and collecting prescriptions
 - returning unwanted medicines to the pharmacy for safe disposal
 - diabetes blood sugar checks
 - weight management
 - blood pressure checks

- Support people through temporary or terminal illness, including
 - hospital appointments, GP contact
 - liaising with community health support and families
 - end of life care
 - pressure area care – administer emergency first aid when required

- Help with eating and drinking
 - help the customer to plan what to eat and drink
 - support with healthy diets / meal plans
 - support with fluid intake
 - monitor stock levels/ contact relevant persons for restocks
 - help cook and prepare meals
 - gently encourage and help to eat and drink well, support with feeding if needed
 - shop, prepare and serve food and drinks
 - clear the table, wash up and keep the kitchen area clean and tidy
 - agree with the customer how to store food safely and dispose of out-of-date produce

- Moving people safely
 - Use of equipment ie hoists etc/ stand aids
 - Sliding sheets
 - Check all equipment before use
 - Follow risk assessments

- Housework
 - hoovering, dusting and general tidying
 - laundry and ironing, making beds and changing the linen
 - hygiene clean

- Social and physical activities or mental stimulation such as
 - answering the door and greeting visitors
 - answering emergency alarms and the telephone
 - writing cards and letters or emails
 - taking a customer out shopping, to see their friends or to other activities
 - hobbies and recreations such as reading, photo albums, games, etc.

Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Be responsible for ensuring you are fully compliant with all training needs
- Identify areas for service improvements.
- Look to be person centred and remove task focused thinking.
- Look for opportunities to develop our services that we offer including working with other health experts

Collaborative

- Actively participate within the team, within team meetings and share ideas for service improvements.
- Be a resourceful team player who is solution focussed and able to share best practice and lessons learned for the benefit of the whole organisation.
- Ensure that you work in collaboration with our customers and recognise their expertise through their life experiences.
- Attend training activities, full training in line with regulatory requirements. supervisions and appraisals and development meetings.
- Contribute to making Orwell an enjoyable place to work.

Effective

- Comply with Orwell's Health & Safety policy and carry out activities in a safe manner.
- Comply with the Health and Social Care Act and CQC fundamental standards.
- Adhere to Orwell's Lone Working policy and procedures.
- Seek to proactively improve value for money in your area of work and raise suggestions for improving value for money.
- Seek to proactively mitigate the actual and perceived risks in your area of work and raise suggestions for reducing risk.
- Adhere to Orwell's policies and procedures that relate to your role and service.
- Record and report all relevant customer information, including:
 - the care and support that you provide and assistance with medicines
 - changes to a customer's condition or other concerns
 - faulty equipment or hazards in the home
 - response to emergencies, accidents and incidents
 - safeguarding matters
 - contact with families, carers and other professionals
 - other matters as required by Orwell procedures
 - use the software/ technology provided to record
- Keep all information about customers and their families confidential and secure
- Comply with Data Protection and GDPR legislation and best practice.
- Safely use aids and personal equipment in a manner that respects the dignity of customers, for example
 - standing and walking frames
 - wheelchairs, manual and electric hoists, stand aids
 - sliding sheets and moving boards, hospital beds
 - hearing aids and other physical aids
 - support with use of oxygen/ concentrators

Person Specification – Care Assistant

Qualifications

Care Certificate, is desirable

QCF Level 2 in Health and Social care or equivalent, is desirable

Full driving licence, is desirable

Experience

Proven relevant work experience with older persons, is desirable

Previous experience of working in a care setting, is desirable

Previous experience of working alongside vulnerable customers, is desirable

Experience in end-of-life care, is desirable

Knowledge

Understanding the CQC fundamental standards and how these relate to the role, is desirable

Skills

Work as part of a team

Communicate effectively both orally and in writing

Take responsibility, think clearly and act quickly in a crisis

Maintain accurate records

Be open to and participate in change

Assess users' needs and participate in the implementation and evaluation of care plans

Attributes

Take pride in delivering high quality care services

Confident to lone work

Be open to new ideas and listen to others point of views

Reflective in day-to-day work

Accept responsibility for our mistakes and learn from them

Challenge poor practice or unethical behaviours within the workplace