

JOB DESCRIPTION

CARE ASSISTANT

POST TITLE: Care Assistant

Job Purpose:

- To be caring; deliver the highest standards of personalised care to residents ensuring that everyone is treated with respect and dignity, and that the individual's rights to privacy, dignity, independence and choice are met.
- To be an effective team member by supporting team members, communicating well, being accountable for your actions, being willing to ask when you are not sure, and offer help if someone else needs it.
- To be keen to learn and willing to improve your own performance.
- To offer ideas to Seniors or the management on how we could improve the service at Court House.

Key Responsibilities

Residents' Care and Wellbeing

- To provide the highest level of personal care and attention to residents, following their individual care plans carefully and ensuring that you are friendly, warm, polite and supportive.
- To always be alert to residents' physical and mental well-being, immediately reporting any changes in a resident's condition to a senior person on duty
- To be understanding and patient towards residents and their needs, and encourage, assist and support residents to participate in activities as appropriate to the individual, ensuring their social and emotional needs are met. This could include escorting residents to outside appointments and leisure outings.
- To encourage social interaction and support a sense of well-being; helping our residents enjoy life.
- To record all the care you have provided, or offered (if declined), in an accurate timely way on Care Control.
- To respect and always maintain confidentiality of resident's personal information both within Court House and outside of work. This includes resident's behaviour, actions and any incidents that may occur in the course of day to day care.
- To report any practice which you think may be unsafe or inappropriate to the senior or management team
- To ensure that best Safeguarding practices are followed and any concerns are raised with the management team.

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- To be responsible for making and changing beds, tidying resident's rooms (with the resident's permission) undertaking light cleaning duties as needed, washing, repairing and putting away all residents laundry, or supporting the resident with these tasks and generally assisting in ensuring that the Home is kept clean, pleasant and welcoming at all times.
- Helping to serve meals and drinks at mealtimes and other times when required, taking care to present meals and refreshments in an attractive way, with polite and courteous service. Also, to provide the appropriate level of support and help for residents who need assistance to eat and drink.

Being part of a Team

- To be an active and supportive member of the Care team, contributing to team meetings, ensuring good communication and helping new team members as appropriate, ensuring that the Care Home is a friendly and supportive working environment.
- To support a culture where equality, diversity and inclusivity is embraced
- To respect your fellow team members and value differences
- To support fellow team members if they need help and always be prepared to ask if you are not sure how to do something.
- To ensure systems, policies and procedures for care management are followed and any issues are highlighted to the Manager or Deputy
- To be aware of the Code of Conduct and values of Court House
- To attend and participate in staff meetings and training as and when required.
- To raise any issues about your role or concerns about a fellow team member with the Manager or Deputy Manager at the earliest opportunity so that they can be addressed.
- To understand and comply with all statutory and legal requirements (e.g. COSHH, Health and Safety etc) that are relevant to your role. This will be covered within your induction and on-going training.

Service Improvement

- To be willing to offer ideas on how to improve the service we offer.
- To make sure that any compliments / comments or complaints from residents or family members are given to the senior on duty or the manager
- To raise any concerns about your own role with a senior or member of management at the earliest opportunity so that they can be discussed and resolved.

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Premises and Equipment

- To ensure that the Home is presentable at all times, including any empty rooms
- To ensure the Home's security is maintained at all times
- To assist in ensuring that good standards of hygiene and cleanliness are maintained in all areas
- To use equipment safely and as instructed
- To treat the premises and equipment with respect

General

- To act at all times in a manner that promotes the company's best interests and your own professional status.
- To not to undertake any illegal or irresponsible actions that would put the home's reputation at risk
- To abide by all company Policies and Procedures

This list is not intended to be exhaustive and other duties may be required.

Acceptance of Job Description

Employee's Signature:..... Date

Print Name: