

## General Care Assistant

The general care assistant ensures that Clifden House provides a service that is:

- **CARING** and treats people with compassion, kindness, dignity and respect.
- **SAFE**, and protects individuals from abuse and harm.
- **EFFECTIVE**, in achieving good outcomes for our residents, and improving their quality of life.
- **RESPONSIVE** to people's needs and feedback and willing and capable of effective change.
- **WELL LED** by being open, inclusive, person-centred and innovative in achieving the highest quality.

**The purpose of the position is to:**

### **SUPPORT**

Support the provision of high quality care and to assist in identifying and addressing the health and social care needs of service users.

To help in the maintenance of the care users' physical environment and in the general day-to-day activities of the home.

### **ENGAGE**

To engage socially with residents in a manner that respects the dignity of the individual and promotes independence.

To engage and cooperate with colleagues and to take instruction in best care from team leaders overseeing resident care.

### **DOCUMENT**

Document all care, incidents and observations accurately, completely and swiftly.

### **RESPECT**

To communicate and interact with residents, colleagues and visitors in a kindly fashion.

## **Principal Responsibilities**

Support care users choices with dressing, undressing, bathing, toileting, eating, drinking, mobility and disabilities, activity and socialising. Respond to clients' needs, including responding to call bells.

Support the cleaning and hygiene of the home in line with management instructions.

Engage in the promotion of mental and physical activity of residents through conversation, trips, sharing with them in activities such as reading, reminiscence, hobbies, games and recreations.

Follow care plans in the delivery of care and support the ongoing development of care plans to best meet the changing needs of residents.

Document according to management instruction using tablet equipment provided. Read and write reports in case notes, using these to raise issues. Maintain comprehensive, timely and accurate care documentation.

Respect the needs of the resident above all else because they rely upon you to fulfil their needs. Treat your colleagues as you would wish to be treated yourself. Visitors to the home, whether relatives or multi-disciplinary, can help you understand the resident's needs. Adhere to the team code of conduct of the home.

Carry out other reasonable duties as may be required.

To be **SAFE**, the general care assistant will:

- ✓ Actively protect individuals from avoidable harm and potential abuse.
- ✓ Maintain a culture of meaningfully learning from mistakes and complaints, and being open to observations from other team members, families and care professionals.
- ✓ Actively encourage the raising of concerns as part of day to day practice and so disregard nothing that could lead to an improvement in resident safety.
- ✓ Manage behaviour that challenges in a positive manner.

To be **EFFECTIVE**, the general care assistant will:

- ✓ Uphold Deprivation of Liberty and Mental Capacity Act 2005 legislation to always take into account people's capacity and ability to make choices for themselves.
- ✓ Make effective use of the resources within the home to ensure that documentation is completed, falls recorded, turns made, continence managed, nutrition assistance given, social activity maintained, etc.
- ✓ Go out of their way to meet individual needs and ensure no resident is neglected.

To be **CARING**, the general care assistant will:

- ✓ Encourage and maintain a compassionate person centred culture, proving that the resident's past and future goals, hopes, needs and preferences really do matter, and will be proven in the manner of their care.
- ✓ Use innovative and person centred methods of communication, in particular with residents whose dementia impacts on their ability to communicate effectively their own wishes and choices.

To be **RESPONSIVE**, the general care assistant will:

- ✓ Recognise that person centred care is central to our service.
- ✓ Deliver proactive personalised care, documented in a care plan created in liaison with family, friends and advocates, and reviewed regularly and promptly as required.
- ✓ Deliver social activity which maintains independence and active links with the outside community and minimises social isolation.

To ensure Clifden House is **WELL LED**, the general care assistant will:

- ✓ Be answerable and supportive to the manager and their team managers.
- ✓ Continually strive to improve and develop self and others over time, reflecting upon strengths and weaknesses of practice.
- ✓ Recognise that you will be assessed by and accountable to CQC and other quality monitoring bodies, including in house, and potentially answerable to safeguarding authorities, where it will be necessary to display the above qualities in action.

## Job Specification

<b>Job Location:</b>	Clifden House Care Home, 80-88 Claremont Road, Seaford, East Sussex BN25 2QD
<b>Pay:</b>	£7.20 plus per hour
<b>Bonus:</b>	n/a
<b>Pension:</b>	1% rising to 3%
<b>Holiday:</b>	5.6 weeks holiday provision
<b>Contracted hours:</b>	42 hours per week
<b>Contract term:</b>	3 month probationary period from 1 <sup>st</sup> October 2015
<b>Notice term:</b>	1 month

**Immediately responsible to:** Registered Provider – Mr Nial Joyce

**Internal contacts:** Home Manager/ Head of Care  
Care staff  
Activities Co-ordinator  
Training officer  
Ancillary staff

### Health & Safety

All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work, etc Act 1974. Under provision contained therein, it is the duty of every employee to:

Take reasonable care of themselves and for others at work,

To co-operate with Clifden House as far as is necessary to enable them to carry out their legal duty,

Not intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety of welfare at work

### Working Time Regulations 1974

You are required to comply with company policy on implementation of the Working Time Regulations, including declaration of hours worked and breaks taken, completing written records if required, and reporting any instances where your pattern of working hours may constitute a health and safety risk to yourself, services users or other employees. You have the right not to be subjected to any unlawful detriment by reporting any concerns under the regulations.

### Data Protection 1998

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staff are expected to respect the requirements under the Data Protection Act 1998.