

Post title	Social Care Assistant – Homes for Older People - Night Duty
Division / Section	Social Care Performance
Department	Health and Social Care
Responsible To	Team Leader (60 bedded units) / Depute (40 bedded units)

PURPOSE OF THE JOB

- To provide a personal care service compatible with the policies, procedures and standards set by the Department and the S.S.S.C.
- To liaise with Social Care Worker (SCW) and report changes to the care plan of individual service users and have responsibility for meeting the service user's direct care needs as part of a multi-disciplinary team approach to practice.
- To adhere to the standards of practice set out in the S.S.S.C Codes of Conduct providing care which is non-discriminatory and recognises the beliefs and preferences of individual service users.

MAJOR TASKS

- Provide direct personal care and support to all service users respecting their individual rights and choices in line with their Personal Plan. To record and report important events. (100%)

JOB ACTIVITIES

Deliver direct personal and intimate care in accordance with each Service User's Personal Plan. This includes the following activities which are carried out on a daily basis:

- Assist and support service users with their personal hygiene and appearance, i.e. bathing, shaving, nail cutting and oral hygiene, accessing and using toilet facilities

- Assist and support service users with the management of continence including routine catheter and colostomy care
- Help service users keep track of their clothes and possessions and assist and support them with dressing / undressing
- Assist and support service users to achieve their maximum mobility, in terms of movement around the home, in and out of beds, chairs, bath, shower etc.
- Assist and support service users to enable them to eat and drink
- Assist and support service users to enable them to achieve physical comfort
- To assist in the care of service users requiring palliative care
- To enable service users to maintain contacts in potentially isolating situations, e.g. due to poor mobility, communication problems due to a stroke, assistance with letter writing
- In conjunction with service users, staff and volunteers and with reference to personal plans, set up and participate in groups and individual social activities/programmes within the home and the wider community.

To work as part of a team in conjunction with Social Care Workers and Team Leaders:

- To contribute to changeovers and to report significant observations/changes in general health and well being and any events relating to resident care.
- To record events in daily report sheets, food and fluid charts and food diaries
- To participate in staff meetings.
- To follow departmental guidelines relating to confidentiality
- To communicate with families/carers/other agencies including health care and social work staff and have awareness of security and offer assistance to visitors entering the unit.
- To assist in emergency admissions out of hours
- To accompany service users to hospital when required
- To provide care and support to people with special needs e.g. dementia; challenging behaviour
- To be aware of health and safety issues, in particular the need to wear personal protective equipment etc and to observe the Food Handling Regulations, Infection Control Policies and safe Moving and Handling
- To adhere to policies and guidelines around Adult Protection and to report concerns or any situation which may compromise the safety of service users immediately to the Team Leader; Depute or Manager in line with the Departmental Adult Support and Protection Policy
- To respond in line with the Missing Persons Procedure when a service user goes missing
- With the after care of a deceased person.
- To undertake medication administration when operationally required

SUPERVISION AND MANAGEMENT OF PEOPLE

- There are no line management responsibilities associated with this post. Post holders will be expected to work with and support volunteers, students and agency workers in the service

CREATIVITY AND INNOVATION

Post holder will work largely within an established framework of internal and external procedures; however a degree of creativity and innovation will be required in the following areas.

- The ongoing assessment of service users needs, wellbeing and safety
- The development of social and entertainment programmes for service users.
- Flexibility in meeting the changing needs of service users
- The ability to adapt to changing policies in the working environment
- Discussing the development and content of the service user's personal plan with the Social Care Worker and the Team Leader considering innovative and creative ways to meet service user's needs
- Develop ways to communicate effectively with people with communication difficulties
- Put forward ideas to assist with the special care needs and challenging behaviour of service users to meet this individual outcome

CONTACTS AND RELATIONSHIPS

Contact with service users is a key focus of the post.

Due to the nature of night time working contact with others will be limited, and will mainly be on an urgent, unplanned basis e.g.:-

- Relatives / carers / representatives of service users
- Other professional staff involved with service users e.g. GPs/NHS Staff/ Social Care Direct, Police and NHS 24, Fire service (occasional)
- Care Inspection (occasional)

Contact with service users, carers and the public may result in unforeseen events on occasion.

SUPERVISION RECEIVED

Day to day supervision will be provided by the Team Leader or Depute on an individual basis. Performance review will take place and an agreed professional development plan will be put in place as set out in the Councils policy.

DECISIONS (Discretion)

Post holders are expected to work within clearly defined procedures to a programme of work aligned to individual service users care plans.

The post holder will be required to recognise and acknowledge any changes in service users needs or wellbeing which require to be reported to senior colleagues

Discretion is required by post holders to decide on and plan the order of their own work tasks, taking into account how this will impact on service users.

The post holder will be required to make decisions which ensure the safety of service users at all time. Discretion may be needed if the post holder encounters a situation where their own safety or that of the service user is at risk e.g. in the event of a fall, lone working, physical aggression or an adult support and protection situation.

Advice is available if the post holder encounters unforeseen situations.

DECISIONS (Consequences)

Given the nature of the role, decisions made by the post holder will have an impact on the personal comfort and dignity of service users and the effect of any decision would be noticed quickly.

Some decisions may impact on the health and well-being of service users or the standards of service or care delivered e.g.

- Managing/balancing time pressures and the individual needs of service users
- Deciding when assistance is required to safely undertake a task
- Deciding when to report issues of concern to senior colleagues
- Decisions when dealing with enquiries/complaints from service users / relatives / friends

RESOURCES - Physical or Financial

No budgetary responsibility

ENVIRONMENT – WORK DEMANDS

Post holder will carry out a range of tasks dictated by the identified needs of each individual service user. Concentration is required when undertaking personal care for service users.

- Interruptions – telephone, colleagues, visitors, buzzers - will occur on a regular basis and the post holder will require to respond.
- The Social Care Assistant will work a flexible shift pattern
- To ensure at all times that care practice is non-discriminatory and the service user's choices, personal beliefs and preferences are appropriately acknowledged
- To work with service users whose behaviour may be challenging and unpredictable.

ENVIRONMENT – PHYSICAL

- Walking up and down stairs daily
- Standing for long periods
- Kneeling and bending frequently
- Pushing people in wheel chairs both in the building and outside
- Manoeuvring people or equipment on a frequent basis
- Moving and handling of service users, including the use of manual handling equipment

ENVIRONMENT – WORKING CONDITIONS

- To undertake intimate personal care
- Exposure to bodily fluids on a daily basis
- Exposure to verbal and physical aggression
- To be able to work under pressure
- Exposure to heat
- Moving and handling of service users in confined spaces
- Potential risk of exposure to infection

ENVIRONMENT – WORK CONTEXT

The nature of tasks the Social Care Assistant is required to undertake will require emotional resilience when dealing with end of life care needs, communicating with distressed/anxious/worried service users and their relatives, caring for the terminally ill, caring for service users following receipt of bad news, dealing with service users with severely challenging behaviour and caring for service users after death.

Some work potentially involves risk to personal safety, health problems or illnesses e.g.: -

- Musculoskeletal problems
- Infection
- Risk of physical and verbal assault from aggressive service users

KNOWLEDGE AND SKILLS

- Understanding of the ageing process
- Knowledge of the National Care Standards
- Awareness of Principles of Dementia care
- Knowledge of Adult Support and Protection Guidelines
- Understanding of SSSC Codes of Practice
- To be aware of Health and Safety issues and promote safe working practices in accordance with department guidelines
- To acquire, develop and maintain a good understanding of the “core values” associated with health and social care, e.g. privacy, self-determination, dignity, choice, etc
- To develop an understanding of group dynamics and team work philosophies
- Ability to communicate both verbally and in writing with a range of service users
- Interpersonal skills

- Have an understanding of challenging behaviour in respect of the "special care needs" of service users.
- Personal care skills
- Infection prevention and control
- Use of people moving equipment

EXPERIENCE

- Post holders must achieve S.V.Q. Level II in Social Care/Health within required timescale to meet SSSC registration requirements.
- Experience helping service users who have a range of health, care and support needs is desirable.
- Working within a team setting or knowledge of team working would be desirable