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OUR REF: PGH/INT/01 **Email: info@pandghealthcare.co.uk**

JOB DESCRPTION

Job purpose:

- To work as part of our care team ensuring that high standard of quality care services that are flexible and responsive to the needs of our individual service users are maintained. We require our staff to deliver any service to the high professional level, whilst adhering to and promoting company policies and procedures.

Duties and responsibilities:

- To fully comply with and promote company Policies and Procedures at all times.
- To fully comply with and promote the National minimum Care standard at all times.
- To fully comply with the codes of practice as stated in the general Social Care Council.
- To fully comply with all the Health and safety regulations and guidelines.
- To fully comply with current Legislative acts.
- To positively promote and adhere to the quality assurance process system
- To achieve and positively promote the aims, objectives, ethos, and professional care services of PGH- Healthcare.
- To help always generate and maintain a client-focused ethos and to ensure excellent working relationships with management, colleagues, and other professionals.
- To be able to co-operate as part of a team and lead others within the team as well as working alone (when necessary), and also be able to demonstrate initiative, self-motivation and resourcefulness attitude to work.
- To ensure that all emergencies and incidents are responded to promptly and recorded appropriately within the guidelines of the company's policies and procedures.
- To have a good verbal communication skills with the ability to listen sensitively to others.
- To have a good written communication skills.

- To be able to work in a professional, yet friendly manner and in conjunction with interagency policies relating to the support of service users with a multi-agency support network.
- To be willing to accept supervision, feedbacks and guidance and be accountable to clients, colleagues and management team.
- To attend meetings with Team Leaders, Care Managers, Directors and other professionals as required.
- To Provide and record accurate records in relation to any involvement/engagement with service users of PGH.
- To assist the team leaders and Managers in completing assessments, to devise/implement care plans and individual programme for clients as required.
- To supervise medication (when necessary and with adequate support) in accordance with policies and procedures.
- In specific cases act as a link/key workers.
- To undertake any other duties (as directed), that are commensurate within this post.

Support workers/Care Assistants: Specific duties

- You will provide care according to the clients' specific diagnosis and needs.
- Your duties will include:
- Communicating effectively with the clients and the multi disciplinary team.
- Keeping accurate, factual written accounts of your time with the clients.
- Following the nurse and assisting with medication- Carers Policy, as outlined in the handbook. Please see the handbook on the website-www.yesnursecareagency.co.uk
- Have an awareness of the clients' emotional and spiritual needs.
- Promote equality and non-prejudiced attitude at all times.
- Observing and following PGH Health and Safety policy always.

Personal care; your duties may include:

- Washing and bathing
- Use of bath aids
- Assisting the clients to shave
- Mouth care
- Assisting the clients to dress and undress
- Eye care
- Pressure area care
- Catheter/Urosheath care
- Emptying of colostomy bag
- Incontinence management

- Assist clients to feed
- Management of MRSA (Methicillin Resistant staphylococcus Auerus) including information sharing to the appropriate agencies if client is transferred.
- Exercise as appropriate to the clients' abilities and needs.
- Moving and handling.

Other duties:

- You may be required to perform tasks such as:
- Meal preparation
- Light household duties which may include:
- Laundry, dusting, vacuuming, tidying, bed making, keeping the refrigerator clean and ensuring the contents have not expired.
- Care of pets.
- Escorting clients to appointments and making transportation arrangements.

Registered Nurses; Typical duties of the job include:

- Assessing, planning, implementing and evaluating nursing care requirements.
- Providing pre and post operative Care.
- Monitoring and administering medications and intravenous infusions.
- Taking and performing observational needs such as pulse, temperature, blood pressure and oxygen saturation.
- Good documentation skills - factual, contemporaneous, accessible and legible.
- Supervising junior staff
- Organising and managing workload as appropriate.
- Providing emotional support to clients and relatives as required.

Service Users:

- To assist and encourage service users in their daily lives both within the home, hospital and community. To enable them to live as fulfilling lives as possible. This will include relevant communication both verbal and non-verbal
- To undertake duties in relation to the personal and domestic care of individual service Users.
- To liaise with the Team Leader/Care Manager as and when necessary in relation to care services being provided.
- To ensure Service Users receive appropriate and adequate care services that are flexible and responsive to their individual needs.
- To ensure that the principle of care is followed at all times.

- To aid in the promotion of anti discriminatory practices throughout the service and that the Service Users and service users from ethnic minorities.
- To report any issues or areas of concern relating to Service users and their well being/or care delivery to the Team Leader/Manager.
- To ensure all feedbacks from Service Users, their families and staff are dealt with in a fair and correct manner and at the same time adhering to confidentiality policy.
- To assist and partake in maintaining effective record keeping and to advise the Team Leader/Care Manager of any matters pertaining to a Service Users file or personal details both computerised and manual.
- To encourage the Service Users to complete and return the satisfaction surveys to enable them to voice their satisfaction of the care they are receiving.
- To protect the rights and promote the interests of Service Users at all times, whilst observing the needs for confidentiality.
- To treat all PGH staff members fairly and also with respect at all times.
- To support PGH members in caring out their needs through appropriate information, guidance and advice as required.
- To import your knowledge and skills in order to enable Service Users to fulfil their potential.

PGH retains the right to review and amend the Job description in accordance with Company's need and new legislation.

PGH Management Team;

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