



JOB DESCRIPTION: LIVE IN CARE WORKER

Reports to: Registered Manager

Purpose of role

To support customers with all aspects of their day to day living, so they can enjoy the best possible quality of life. Providing live in care and support is both a challenging and rewarding experience. You will stay in the customer's home, usually working alone. There will be pre-arranged breaks during periods when the customer does not need your services. This is often during the afternoons. Compassion, good communication skills and a calm and caring manner are essential for this important role in our company.

Key responsibilities

To provide safe, reliable, compassionate care and support that is centred on the individual needs and wishes of each customer. This involves respecting each customer's choices and promoting their dignity at all times. You will build positive relationships with the customer, their family and other health and social care professionals. As you will be staying in the customer's home, you will follow their house rules and be mindful of their need for privacy.

You may be the only person the customer sees over a period of time, it is therefore essential to report any changes or causes for concern to your line manager promptly. You need to be clear about when to seek help and advice in order to keep customers safe and promote their well-being.

Duties

Care and support

Give non-discriminatory care and support that values the diverse and unique qualities of each customer. See the whole person and not merely a list of care needs. Carefully listen and observe how customers prefer their care and support to be delivered on a day to day basis. Help them make their own decisions and to be as independent as possible.

Follow instructions in the care and support plan which has been agreed with each customer. This may include:

- All aspects of personal care
 - Showering and bathing
 - Dressing and grooming
 - Toileting and continence care
 - Teeth and dentures



- Taking medicines
 - Encouraging, reminding; assisting and giving medicines
 - Ordering and collecting prescriptions
 - Returning unwanted medicines to the pharmacy for safe disposal

- Eating and drinking
 - Helping the customer to plan what to eat and drink
 - Gentle encouragement and help to eat and drink well
 - Shopping, preparing and serving food and drinks
 - Clearing the table, washing up and keeping the kitchen area clean and tidy
 - Agreeing with the customer how to store food safely and dispose of out of date produce

- Safely using aids and personal equipment in a manner that respects the dignity of customers. For example:
 - Standing and walking frames
 - Wheelchairs, manual and electric hoists
 - Sliding sheets and moving boards
 - Hearing aids and other physical aids

- Housework
 - Washing floors, vacuuming and sweeping
 - Laundry and ironing, making beds and changing the linen
 - Dusting and general tidying

- Social and physical activities or mental stimulation such as
 - Answering the door and greeting visitors
 - Answering emergency bells 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

- Supporting a customer through temporary and terminal illness, including
 - End of life care
 - Hospital appointments
 - Liaising with community health support and families

Recording and reporting

- 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 or care workers and other professionals (DN the Orchid Homecare style I have been using has lower case for all job titles- following the plain English campaign).
 - Other matters as required by Orchid Homecare procedures
- Keep all information about customers and their families secure and confidential

Work well with the Orchid Homecare team

- Follow Orchid Homecare policies, procedures and guidance at all times
- Take part in staff and customer meetings
- Attend training activities and appraisal and development meetings

This list is not exhaustive and you may be asked to carry out additional duties. We will provide full training in line with regulatory requirements.

Role specification

This provides a picture of skills, knowledge and experience required to carry out the role. We will use the essential criteria to select suitable applicants for this post. You should demonstrate, using examples where possible, how you meet the essential criteria.

Essential criteria
Personal attributes
Caring and compassionate towards people in need of care and support
Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Commitment to non-discriminatory care practice
Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions
Excellent time keeper and reliable
Good hygiene practice, including personal hygiene and a smart appearance



Good level of stamina and fitness to meet the physical demands of the job
Knowledge and understanding
General understanding of the needs of people who require care and support
Respect for the rights of our customers. Understanding the importance of giving care and support centred on the individual needs and wishes of each customer
Understanding of why confidentiality is important and what this means as a care worker
Experience and skills
Ability to listen, communicate clearly and build positive working relationships with customers, their families, Orchid Homecare staff and other social and health care professionals
Ability to give care and support to customers with aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy
Good organisational skills, so that customers receive the services that they expect
Ability to use own initiative and work alone or as part of a team especially in an emergency
Numerical skills to support customers in managing their money and buying shopping or paying bills when requested to do so
Ability to keep written records in clear English about the care and support given to each customer including help with medicines
Ability and willingness to follow Orchid Homecare's policies, procedures and instructions
Experience of working on own initiative and as part of a team
Additional requirements
Commitment to respecting the rights of customers at all times, including their rights to privacy, dignity and independence
Willingness to undertake training. All staff are expected to meet regulatory training standards
This role will require you to obtain an Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure
Class 1 business insurance (if using own car for business purposes)



Desirable criteria
NVQ/QCF Level 2 or equivalent
Previous experience as a care worker or as an unpaid carer
Knowledge of safeguarding matters and how to recognise abuse
Working knowledge of health and safety matters relating to homecare
Flexible approach to working
Full drivers licence – no more than 6 points

Post holder declaration

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Name:

Signed: Date: