

JOB DESCRIPTION / CODE OF CONDUCT

POSITION: - Domiciliary Care Assistant

RESPONSIBLE TO: - Head of Agency

PURPOSE OF POSITION

1. To share with other staff in meeting the personal care needs of clients in a way that respects the dignity of the individual and promotes independence, never forget the clients rights, and that their affairs and personal needs are strictly private, also to assist in giving as fulfilling and as high a quality of life as possible and to follow the guidelines laid out in the clients care plan. To conduct yourself in a professional and responsible manner, with the highest regard for the integrity and the confidentiality of Spring Cottages Home Care Agency.

PRINCIPAL RESPONSIBILITIES

1. Assist clients who require help with all aspects of personal care.
2. Help clients with mobility problems and other physical disabilities, including incontinence; assist in the use of personal equipment.
3. Care for clients temporarily sick and needing for example, bed nursing. Inform GP and Spring Cottages Management if you suspect a client may have an infectious disease. Should staff have any contact with an infectious disease, at work or at home, it must be reported to Spring Cottages Management and recorded in the incident book.
4. Make and change beds, empty commodes, tidy rooms and do light cleaning; i.e. vacuum, polish, laundry tasks.
5. Make judgement and request assistance if a client needs emergency help. Always report to office/on-call
6. Assist with meal preparation; assist clients who require help with feeding; clean all work areas before leaving your client.
7. Communicate with visitors politely and professionally.
8. Read and write incident or accident reports in the respective books, take part in staff and client meetings and in training activities as directed. Record on care plans any decision by a client that may involve risk to themselves and report to the office.
9. To ensure that medication is administered in line with the Agencies policy.
10. To oversee and organise the daily recording of information relating to service users.
11. To ensure that the agreed care plans for each service user are followed up in conjunction with the Management and staff team.
12. Staff should they be expected to shop for clients or collect pensions as part of their duties must keep a receipt book to record all transactions, receipts for shopping must be obtained.
13. Staff are not expected to accept gifts from clients, participate in a clients will, or witness legal documents.
14. Staff must **not** under any circumstances lift a client on their own but must seek assistance.
15. To observe and abide by the GSCC 'Code of Practice' and ensure that this is being followed.
16. Telephone monitoring
17. Always report if unable to gain access to a clients home.

18. Report changes to client care plans; always complete daily records and sign.

This is a non-exhaustive list of duties and this job description may change in line with service requirements as requested by the Manager.

SPRING COTTAGES HOME CARE SERVICES

STATEMENT OF AIMS & OBJECTIVES

Our aims and objectives are to provide a high quality, value for money service with staff trained to NVQ standards and employed under contracts of service by ourselves, so that clients may continue to enjoy a good standard of life in their own home and know who is caring for them.

Client care would be provided on an individual basis according to need, that need would be determined by a care plan drawn up at assessment on referral. The preparation and monitoring of care plans directly relate to the attainment and retention of normal daily living activities.

Care plans would be reviewed on a regular basis with the client, the clients relative or representative if appropriate, and the care staff. The objectives, means and methods of achieving the plan would be agreed with the client.

We are very conscious of the rights of our clients and every effort would be made to ensure that they received and retained: -

PRIVACY
DIGNITY
INDEPENDENCE
CHOICE
RIGHTS and FULFILMENT

The way that care would be provided and arranged would enable a client to feel valued as an individual and still feel independent, assisting them to retain their place in the community.

We promote a positive attitude towards development and progression, therefore should you have any suggestion to improve our service or should there be any reason for complaint or dissatisfaction, we would ask that the client or their family raises the matter with David or Carol Leggett as early as possible at the above address. Any reported incident will be recorded, thoroughly investigated and a reply delivered in full confidentiality as soon as practical.

Should we not be able to resolve any complaint, you have unrestricted right to take such complaints to: -

National Care Standards Commission
3rd Floor
Unit 1 Tustin Court
Port Way
Preston
Lancashire
PR2 2YQ

or

The Ombudsman
17 Skipton Road
York
YO3 6FZ

Tel: 01772 730 100

An Equal Opportunity Policy and a none discrimination attitude towards any individual or group of people is practiced by the staff and management of Spring Cottages

SPRING COTTAGES HOME CARE SERVICES

OUT OF HOURS / EMERGENCY PROCEDURE

Should a client or domiciliary care assistant require help at any time of the day or night there is always backup and support available 01282 774522 (Open 9-5 Monday to Friday) or 07787 568 340

The support person can then relay the information to the necessary bodies after they have made an assessment of the situation.

Should the domiciliary care assistant deem it necessary there is always the option for a direct phone call to the clients own doctor with the number on the care plan sheet of a direct 999 call to the appropriate emergency service.

ACCIDENT REPORT PROCEDURE

Should a client or domiciliary care assistant have an accident during the hours of contracted home care, then the particulars must be reported to Spring Cottages management at the earliest convenient time after seeking any necessary treatment, and taking steps to minimise the risk of further danger to anyone injured to themselves or to any bystander.

ANY SUCH REPORT WILL BE RECORDED IN THE ACCIDENT REPORT BOOK AVAILABLE IN THE AGENCIES OFFICE.

A full PROCEDURE IN THE EVENT OF ACCIDENTS is available in the office Standing orders for refreshing memories and staff induction training.

Print name: -

Signature: -

Date: -