

Job description and person specification

- Job title: Care Practitioner
- Reports to: Charge Nurse
- Accountable to: Home Manager
- Location: Havenmere

Main purpose and scope of the job

We provide specialist nurse-led care for adults with complex needs arising from enduring mental ill-health, neuro-disability, profound learning disability and autism, brain injury and stroke.

Our mission is to make every day better for every one we care for and work with. At Exemplar, we enhance the lives of our services users, families and staff by providing everyone with the opportunity to develop, grow and reach their potential - irrespective of health or ability.

About Exemplar Health Care

Exemplar Health Care is a leading provider of specialist nursing care for adults living with a range of complex and high acuity needs, arising from neuro-disability, brain injury, spinal injury, stroke, mental ill-health, physical disability, learning disability and/or autism and complex dementia.

Our community-based homes and OneCare services provide person-centred care and rehabilitation that focuses on maximising independence, building everyday living skills and empowering people to live as fulfilled lives as possible.

We support people on their journey from being in hospital or living in a secure setting to community and independent living, as well as offering longer term support for people living with degenerative or life-limiting illnesses.

Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support *and* our colleagues.

Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make these a part of everything that they do. We're looking for people whose personal values match our values of:

- Fun
- Integrity
- Responsive
- Success
- Teamwork

Read more about our values [here](#).

Key responsibilities

- Provide service users with the highest standard of basic care and support, in accordance with the Company's philosophy and policies and procedures on individualised care plan
- Ensure confidentiality regarding the service users and the home, at all times
- Promote the good reputation of the home at all times
- Build good relationships with service users under his/her direct care, and to provide daily care to help maintain and improve, where possible, independence, individuality, mobility, dignity and choice
- To assist service users to carry out activities of daily living
- To be the Named Care Practitioner to a number of clients and support other staff to fulfil their role as Primary and Associate Keyworkers to those named clients
- To ensure the security of service users' property and the Home's property and premises. Report and hand in any lost property
- Carry out all such duties in such a way as to ensure the economic and safe use of resources and equipment
- Assist in the admission of new service users. Encourage new staff to be actively involved in the admission of new clients
- Assist, under supervision and where appropriate, Registered Nurses to carry out their clinical responsibilities for service users including taking clinical observations, undertaking Gastronomy Feeding, wound care and administering medications.
- Arrange and deploy the care team on a daily basis to meet service user need, support senior staff with decisions made
- Assist with the ongoing assessment of service users, reporting any clinical changes or anything unusual to the nurse in charge
- Carry out the induction training programme using the appropriate documentation and monitoring programme
- Adopt a neat, clean and tidy appearance at all times, and wear the appropriate uniform
- Maintain the highest level of personal and work cleanliness and hygiene
- Help and be courteous to all relatives and visitors, managing inquiries about service user's conditions and escalating concerns if appropriate
- Report all compliments, comments and complaints
- Report any defects, damage, theft, breakages and hazards
- Check duty rotas and sign for actual hours worked on timesheets, as well as ensuring appropriate cover is found to cover the rota when sickness occurs
- Provide cost-effective and safe deployment of staffing resources in accordance with client need within company policy and statutory requirements
- Adhere to the Company's policies and procedures. Be familiar with the employee handbook. Assist new staff with understanding the employee handbook.
- Assist with in-house training. Report to Clinical Nurse Manager and Qualified Nurse any member of care staff who require further training and development.
- Carry out all duties in a safe manner having regard for the health, safety and welfare of self, staff, service users and other persons within the home
- Undertake appropriate training and development
- Participate in appraisal and supervision processes within the statutory guidelines and be the named supervisor for a number of Health Care Assistants

- Contribute positively to the setting and development of measurable standards of care, relevant to the individual, and participate in the introduction and maintenance of such strategies.
- In accordance with the Health & Social Care Act 2008, the post holder will actively participate in the prevention and control of infection, within the capacity of their role
- Carry out the assessment of care needs of the service user and plan and implement appropriate care in consultation with the service user, their relatives (where appropriate) and the Qualified Nurse
- Continuously evaluate the quality of care delivery and regularly and assist the nurse with updating support plans as a minimum monthly or where required more frequently, including recreational activity
- Contribute to effective Clinical Governance and attend Governance meetings and the daily management meeting
- Contribute to effective Clinical Governance and assist the nurse with completing weekly meal service audits and care profile audits of other Care Practitioners
- Have oversight of incident management and supplementary forms
- Carry out medication administration to support the Charge Nurse
- Carry out other duties as will, from time to time, be directed

Health and safety

As an employee of Exemplar Health Care Health Care, the post holder has a duty under the Health and Safety at Work Act 1974, to: -

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
- Recognise the personal right of the service user to positive risk taking in promoting their own recovery, working within identified guidelines.
- Have a general duty to take reasonable care for the health and safety of self and others who may be affected by their acts or omissions at work. All safety rules, regulations and codes of practice relating to the work area should be observed.
- Report all accidents, dangerous occurrences, incidents and hazards in line with company policy.
- Respect confidentiality relating to information gained through employment with the organisation and to ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Colleagues are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014) and Mental Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS).

To comply with the Exemplar Health Cares Safeguarding Children and Adults policies, procedures and protocols, all individual colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults

This will require you to:

- Ensure you are familiar with and comply with local Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Local Multi Agency Safeguarding Vulnerable Adults plans and procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct.

Exemplar Health Care is committed to safeguarding all children and vulnerable adults and expects all colleagues and volunteers to share this commitment.

Data protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

General

All colleagues are required to undertake the following:

- Carry out other duties as will, from time to time, be directed
- To fully comply at all times with the company policies and procedures and to take responsibility for own actions/inactions
- Undertake appropriate training and development to ensure statutory compliance and maintain appropriate professional registration
- To share and model the company values and expected behaviours at all times
- Participate in PDR/appraisal and supervision processes within the statutory guidelines
- To participate in all employee engagement activities including team, departmental or other staff meetings as required and contribute to company staff survey

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist employees in the performance of their role, therefore changes to employee's duties may be necessary on occasion. This job description is intended to be flexible and does not provide an infinite list of tasks and therefore may be varied from time to time.

This job description may be subject to review and appropriate modification. The post holder may be required to undertake other relevant and appropriate duties as reasonably required.

I confirm I have read and understand this Job Description

Name of post holder:

Signature:

Date:

Person specification – Care Practitioner

| Qualification | Essential | Desirable | How assessed |
|--|-----------|-----------|--------------------------------|
| NVQ level 3 in health & social care | Yes | | Application form/ Certificates |
| Commitment to achieve NVQ Level 4 in Lead Practitioner in Adult Care | Yes | | Interview |
| Maths and English grade C or above or Functional Skills level 2 | Yes | | Application form/ Certificates |

| Skills and experience | Essential | Desirable | How assessed |
|---|-----------|-----------|-----------------------------|
| Delivery of personalised care either in a similar health care environment or in the role of a 'carer' | Yes | | Application form/ Interview |
| Coaching and Mentoring of others | Yes | | Application form/ Interview |
| Demonstrates Continuous Improvement | Yes | | Application form/ Interview |
| Administration of Medications | Yes | | Application form/ Interview |
| Wound Care and/or Bandaging | | Yes | Application form/ Interview |
| Assist with Gastronomy Feeding | | Yes | Application form/ Interview |
| Taking and interpreting Baseline Clinical Observations | | Yes | Application form/ Interview |
| Works under own initiative, but knows when to escalate | Yes | | Application form/ Interview |
| Excellent communication skills; written and verbal | Yes | | Application form/ Interview |
| Time Management skills and | Yes | | Application form/ Interview |
| Basic first aid knowledge | Yes | | Application form/ Interview |
| Previous supervisory experience within health care | Yes | | Application form/ Interview |
| Understanding of regulatory requirements for quality and safety and meet CQC | Yes | | Application form/ Interview |
| Ability to plan allocate and delegate | Yes | | Application form/ Interview |
| Ability to deal with conflict | Yes | | Application form/ Interview |
| Adaptable to change | Yes | | Application form/ Interview |
| Flexibility – including being able to cover shifts in other local homes | Yes | | Interview |
| Self-Motivating | Yes | | Application form/ Interview |
| Can-do attitude | Yes | | Application form/ Interview |

| Attitude and Behaviours | Essential | Desirable | How assessed |
|--|------------------|------------------|-----------------------------|
| Demonstrates the Exemplar Health Care values | Yes | | Application form/ Interview |