



St Monica Trust

Nursing Care Assistant Role Profile

“Nursing Care Assistants attend to the personal, spiritual and social needs of residents within our nursing care homes. The role requires a people-centred person who is equally able to attend to individuals’ personal care as to spot and resolve problems, manage changing- and sometimes challenging behaviour- and come up with creative ideas and activities tailored to residents’ individual needs and interests”

**Fran Ashby, Care Home Manager
(Garden House, Cote Lane)**

Role purpose:

To support Nurses and Senior Nursing Care Assistants in the quality care of residents within St Monica Trust’s Care Homes. Offering continuity of care and ensuring residents’ physical, social, cultural and spiritual needs are met. Demonstrating respect for the individual’s dignity and independence at all times.

Hours of work:

Required hours will be stated on the job advert and will vary according to our needs and sites.



Duties

1. Practice within the framework established in the Code of Practice for Social Care Workers (General Social Care Council) and CQC Essential Standards of Quality and Safety.
2. Provide personal care involving maintaining hygiene, including bathing, assistance with dressing/ undressing, promotion of continence, care of catheters etc.
3. Encouraging and facilitating social and spiritual activities for the residents.
4. Maintain appropriate records.
5. Assisting with residents' mobility including using hoists, handling equipment, walking aids and wheelchairs.
6. Undertake key-worker role for named residents.
7. Adherence to St Monica Home policies and procedures especially with regard to Manual Handling, Health & Safety, Data Protection & Protection of Vulnerable Adults

Main Tasks

Nursing care and well-being

1. To assist with the care of residents as directed by Lead/Registered Nurses and Senior Nursing Care Assistants.
2. To assist with personal care tasks such as e.g. hygiene, dressing/undressing, getting in and out of bed, toileting bathing and commode emptying.
3. To assist the resident with the application of creams in accordance with the manufacturer's instructions if requested to do so.
4. Give emotional support to service users/ residents and residents' families and friends when necessary.
5. To support the nurses during medication rounds and other clinical procedures.
6. Supporting residents with dementia and promptly reporting signs of deteriorating health.
7. Demonstrating compassion, patience and care at all times.
8. To provide a key worker role to allocated residents. The role includes settling new residents into the nursing care home, helping with general queries and making regular contact.
9. Assist the registered nurse to implement and monitor the keyworker system, also acting as a keyworker for named individual residents.
10. To escort residents as required, including hospital appointments and social activities.
11. Encouraging residents' social and spiritual activities that suit their interests and hobbies.



Monitoring and record keeping

12. Keeping care plans up to date and ensuring all records are kept in accordance with St Monica Trust's Data Protection Policy.
13. Reporting any changes in residents' conditions or general welfare.
14. Ensuring information is received, read and acted on regarding events of the previous shift-ensuring consistency of care provision and follow-up.
15. Identify and assess any call responses which may require a follow-up visit.

Assisting with food and nutrition

16. To ensure residents' meals are nutritious and serving correctly and with care, maintaining a high standard of meal service and food presentation.
17. To help residents in selecting and ordering meals and to assist in the restaurant.
18. To assist the residents who require help in eating and/or drinking.
19. To serve drinks when required.

Domestic care home assistance

20. Change bed linen and make beds.
21. Prepare laundry for collection and placing articles in the bags.
22. Ensure that clinical waste is discarded correctly.
23. Ensure high standards of tidiness, hygiene and cleanliness in residents' rooms, bathrooms, toilets and kitchens and in all other parts of the premises.
24. To be responsible for the general care of wheelchairs/scooters and reporting irregularities.
25. Ordering, receiving & storing equipment and other goods.

General

26. Attend staff meetings, supervision & appraisal meetings.
27. To follow agreed procedures in respect of residents' property and finances.
28. To keep updated with Fire Regulations and procedures on Health & Safety at work; to keep updated with manual handling procedures and to be aware of individual residents manual handling profiles.
29. Liaise with the Trust's Volunteer Programme, supporting and encouraging volunteer opportunities within the activities programme and community events.
30. To be conversant with and responsible for own individual learning portfolio



31. Comply with the Trust's Infection Control policy & procedures

32. It is essential that all staff observe the code of confidentiality.

Person specification		
The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the 'further information' section of the application form.		
Skills		
Communication Clear written and verbal communication skills. The ability to listen, to follow and understand instructions. Attention to detail. Calm in times of pressure or emergencies- e.g. reporting and managing incidents		
Thinking Style A logical and rational approach to resolving problems and making decisions. Good use of initiative, creativity and intuition. Flexible and adaptable in style- covering colleagues when necessary. Drive and motivation. Evidence of interest to learn and succeed.		
Working with others Demonstrates strong client focus- prioritises residents' needs and requests. A welcoming and approachable style. Able to build positive working relationships with residents, team members and external visitors. Keep relevant people informed as appropriate.		
Well-being and Values Demonstrate values of respect, trust and calmness. Has an understanding of older people's needs and a commitment to the safety, care and well-being of all our residents. Ability to show empathy.		
Time Management Organising skills- being able to plan ahead, meet deadlines. Has an understanding of older people's needs and a commitment to the safety, care and well-being of all our residents. Ability to show empathy.		
Knowledge, qualifications and experience	Essential	Desirable
Ability to attend to personal care needs such as feeding, bathing and toileting.	✓	
Experience of working with older people, disabled people and/or people with dementia.		✓
Experience of working in a nursing home/hospital/sheltered housing setting or working with older people.	✓	
Experience of working in a nursing home/hospital/sheltered housing or social care setting or working with older people.		✓
NVQ Level 2 in Care (or equivalent)		✓
Good practice in relation to First Aid and Manual Handling		✓
Good food and hygiene practices		✓
General level of education (GCSE's or equivalent)		✓

Additional information
<ul style="list-style-type: none"> Duties must be carried out in compliance with St Monica Trust's Equal Opportunities Policy.
<ul style="list-style-type: none"> This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out. There will from time to time be a variation of duties depending on residents' and units' needs.



- This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application.

Criteria for pay steps for Care Staff working in Care Homes (Nursing Care Assistants)

Step one is the entry level and colleagues are expected to be able to fulfil the essential criteria on the role profile. Whilst some Nursing Care Assistants in general nursing services will be encouraged to develop to step two for their own personal development and in line with service need, it is anticipated that some colleagues will remain at step one. In dementia services it is an expectation that all support workers will eventually progress to step two.

To qualify for **step two**, it is expected that a Nursing Care Assistant or Support Worker will be performing consistently and effectively at the step one level AND trained, demonstrate competence **and maintain practice** in at least three of the criteria below, as defined by service need:

- Checks controlled drugs
- Assesses residents/customers with MUST and Waterlow scores
- Supports residents/customer with parenteral nutrition (PEG feeding – flushes (patency), turn (repositioning), feed (nutrition))
- St Monica Trust Key Mover
- Electronic Care Planning Super User
- Nutrition and Hydration Champion
- Activity Champion
- Bereavement Champion
- Rehabilitation Champion
- Care Certificate Assessor
- Administers medication in line with the Trust's medication policy (essential for dementia services)
- Attended additional day of SMT Dementia Training (essential for dementia services)