



Job Title	Care Assistant	Job Description Date	March 2023
Department/Team	Health & Wellbeing	Reports to	Ward Manager
Context			
<p>Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.</p> <p>We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:</p> <ul style="list-style-type: none"> • Nurture Belonging – bringing people together through comradeship • Respect Individuals – listening carefully and responding with care • Encourage Pride – doing things well and to a high standard • Enjoy Life – sharing warmth, positivity, and the occasional smile <p>As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.</p>			
Role Purpose:			
To provide the highest standard of personal care and assistance to the Pensioners, always promoting their dignity and individuality. and maintain a safe, and secure environment for Pensioners, staff, and visitors.			
Principal Accountabilities: 8-10 outcomes			
Principal Tasks			
<ul style="list-style-type: none"> • Work under the supervision of a senior care assistant • Ensure the highest possible levels of care are maintained by supporting/assisting Pensioners when required, with all aspects of daily living. • Provide support and attention when needed, ensuring Pensioners retain their comfort, dignity and pride in their status as Chelsea Pensioners. • Act as a support for nominated Pensioners in line with the Infirmary policies and procedures. • Play a key role in the serving of meals and helping frail Pensioners unable to feed themselves. Observe the principles of safety in food handling. Support all Pensioners in maintaining good hydration and monitor food and fluid intake assisting where necessary those Pensioners unable to do so for themselves. • Maintain safety by paying particular attention to assisting Pensioners who have limited mobility, or physical difficulties making the best use of aids provided. • Assist in the delivery of care for Pensioners who are dying or who have a progressive illness which includes assisting with last offices. • Complete written daily records in the Pensioners care plan as instructed and in line with the Royal Hospital's policies and procedures. • Assist in the framework of social activities by interacting with Pensioners and helping them continue with hobbies and activities in the Infirmary. Liaise with and support the Activities Team in the activities programme. • Answer Nurse Call system promptly, giving assistance as required. Answer telephone appropriately. Respond accordingly and pass on messages promptly. 			



<ul style="list-style-type: none"> • Report on well-being of Pensioners to senior members of staff on duty. • Carry out regular checks on Pensioners over the 24 hour period. • Make Visitors feel welcome. Provide refreshments/assistance as and when required. • Make and change beds, ensuring that rooms are clean and tidy, and commodes are empty, in line with the Royal Hospital waste disposal procedures. Ensure the Royal Hospital resources are used appropriately. • Clean and maintain equipment used by Pensioners / Relatives e.g. wheelchairs, hearing aids, spectacles etc. Ensure the ward is kept clean and tidy, in line with the Royal Hospital • Escort Pensioners travelling to and from the Infirmary e.g. on social outings, hospital visits as required. • Practice maximum integrity in all dealings with the Pensioners personal and financial affairs and avoid abuse of the privileged relationship that exists with the Pensioners. • Work the full spectrum of shift patterns as directed by the RHC contract of employment
<p>Leadership expectations</p>
<p>The role holder is expected to: work under the supervision of a senior carer and to comply with the instruction given provided this instruction is legal, safe and practicable. Demonstrate good self control and dignity when going about their tasks</p>
<p>Skills Knowledge and Experience</p>
<p>Essential Skills</p> <ul style="list-style-type: none"> • Genuine interest in working with, the elderly. • Ability to communicate effectively at all levels. • Ability to work effectively in a team. • Basic computer and email skills • Good literacy and numeracy skills with an ability to complete accurate care documentation to the expected standard • Ability to work well under pressure and prioritise, when required • Ability to develop and promote positive working relationships with individual In Pensioners and their families, as appropriate.
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge of needs and rights of older people and an understanding of good care principles and the CQC fundamental standards
<p>Qualifications:</p> <ul style="list-style-type: none"> • Must work towards the care certificate or equivalent

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.