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| Job Title | Senior Care Assistant | Job Description Date | February 2024 |
| Department/Team | Health & Wellbeing | Reports to | Ward Manager |

Context

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.

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:

- 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

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.

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:

Principal Tasks

- Ensuring the highest possible levels of care are maintained
- Complete daily records as instructed for each In Pensioner you deliver care to. Using both written and the Kareinn app as appropriate, to ensure interventions and monitoring of Pensioner information is up to date at point of care, and in line with the Royal Hospital’s policies and procedures.
- Assess, implement and review plans of care for Pensioners as directed.
- If appropriate dispense medication after satisfactory completion of the Safe Handling of Medicines course, ensuring correct recording of all relevant information relating to medication, report any errors immediately to line manager.
- Provide supervision and attention when needed, ensuring Pensioners retain their comfort, dignity and pride in their status as Chelsea Pensioners.
- Play a key role in the serving of meals and helping frail Pensioners unable to feed and note dietary intake. Observe the principles of safety in food handling.
- Pay particular attention to assisting Pensioners who have limited mobility, or physical difficulties making the best used of aids provided.

- Closely monitor Pensioners who may be confused and/or who have behavioural problems.
- Assist Pensioners who suffer incontinence with dignity and respect.
- Assist in the delivery of care for Pensioners who are dying or who have a progressive illness. Ensure full privacy and dignity is maintained for the dying and the bereaved, report to team leader if concerned re safe end of life care being maintained in the long wards. Assist with last offices.
- Assist in the framework of social activities by interacting with Pensioners and helping them continue with hobbies and activities. Refer to social care team for additional support.
- Report on well-being of Pensioners and liaise with GPs, senior staff members, the Medical Centre, the Chaplain, Captain of Invalids, family and friends.
- Work collaboratively with the Porters and Housekeeping Team for the well-being of the Pensioner.
- Carry daily skin integrity checks and ensure pressure relieving equipment are appropriate.
- 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.
- Participate in Staff and Pensioner meetings as and when required.
- Support the safeguarding of pensioners by raising any concerns relating to the care and well-being of Pensioners immediately to a senior member of staff.

Leadership expectations

The role holder is expected to: Behave in a respectful and dignified manner at all times, upholding the values of the RHC.

Skills Knowledge and Experience

Essential Skills

- 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.
- Being able to lead the team and delegate duties.

Desirable Skills

- Education in the care of the elderly



Knowledge and Experience

- Knowledge of needs and rights of older people and an understanding of good care principles and the CQC fundamental standards
- Should have prior experience in Medication Administration and Care Planning

Competencies

- Medication competency
- Care Plan Competency
- Monthly Audits (Infection Control)

Qualifications:

- NVQ Level 3

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.