

# Support Worker (Residential/ Respite)

## Identifying facts

Current job title:	Support Worker
Service sector:	-
Organisational relationships:	Reports to Team leader
Line manages:	-
Qualification requirement:	Must be willing to attain SVQ 3 or equivalent
Grade:	

## Job purpose

To create care and support plan plans detailing the customers' needs and aspirations and the means by which these are going to be met.

To provide support to customers in accordance with their requirements and preferences as expressed in their care and support plan.

## Major tasks

1. Key working
2. Organising activities
3. Assisting and supporting less experienced care staff
4. Administering medication
5. Physical support
6. Financial support
7. House work/ cooking activities
8. Record keeping and notifications

## Main activities

### 1. Key working

1.1. Acting as a single point of contact for family and other professionals (e.g.: teachers, allied health) in order to coordinate the individuals' care and support plan across different systems (health care, education, social services, recreation, etc.). This activity is accomplished by a variety of means which may include:

- Sharing information with families, carers, health professionals in order to deliver better, more efficient services that are coordinated around the needs, goals and aspirations of customers.
- Providing families/ carers with information, tools, resources, support and guidance to carry out complex tasks.
- Enabling coordinated and comprehensive care by ensuring access to, coordination of and delivery of services.
- Being present at various meetings/ appointments (e.g.: meetings with carers, allied health professionals, teachers, families, etc.).

- Writing reports on issues such as the individuals' progression, matters affecting their health and wellbeing, evidence on how the individual is being supported, activities they have been involved in, etc. To be used in case reviews and future care and support plans.
- Coordinating and keeping care and support plans up-to-date which involves organising the customers' care activities and sharing information among all the participants concerned with their care.
- Creating and implementing risk assessments in order to identify sensible measures to control the risks associated with the customer's care and support.

## **2. Organising activities**

2.1. Supporting customers in the development, organisation and evaluation of activity programs (e.g.: life skills, arts and crafts, ICT access, gardening and eco studies, baking and cooking, etc.) In order to fulfil their recreational, educational and social needs. This activity may entail:

- Conducting a customer-focused planning session with the customer in order to discover what the customer wishes to accomplish.
- Assist customers to express their opinions and use appropriate communication aids in order to suit the customer's sensory requirements.
- Researching with and/or behalf of customers viable activities which will help them achieve their goals and aspirations.
- Reading care and support plans in order to identify their support requirements.
- Setting up in writing the objectives/ goals of these activities.
- Sourcing materials to ensure that the activity runs as planned.
- Scheduling the activity in a planner and liaising with other departments if needed (e.g.: admin, transport).
- Arrange transport with external service providers and book venue (where relevant).
- Gathering staff and/or volunteers (where relevant).
- Facilitating customer-focused evaluation sessions in order to assess whether objectives have been met.

2.2. Organising leisure holidays for customers taking into account accessible buildings, local attractions and facilities. This activity may also imply:

- Accompanying customers.
- Arranging the hire of special equipment.
- Booking/ organising transport.
- Organising/ arranging the provision of 24hour support.

2.3. Ensuring that the individuals' health and safety needs are met during the activity by:

- Inspecting that they all have the medication they need as specified in their care and support plans

- Acting in accordance to the care and support plan and codes of practice (e.g.: administering emergency medication, calling for emergency services).
  - Conducting dynamic risk assessments (e.g.: individual risks for outdoor activities) by identifying the hazards, evaluating risks and deciding on precautions and recording findings.
  - Carrying out risk management plans (e.g.: enquiring where the nearest hospital is from the activity and how long it would take to get there in the event of accident, etc.).
- 2.4. To actively communicate and interact to customers either through discussion or by using communication aids (symbols, assistive technology) in order to ensure they are enjoying the activity.
- 2.5. To use safe/calm instructions or follow behavioural programs in order to address challenging behaviours (if required).

### **3. Assisting and supporting less experienced care staff**

- 3.1. To participate in, and generally support, the supervision of care workers as required (e.g.: relief workers, and new staff members).
- 3.2. To participate in work-shadowing in order to facilitate the integration of care/support workers in their working environment.
- 3.3. To organise and distribute tasks among staff (e.g.: allocating work).
- 3.4. to ensure less experienced staff have read and understood each individual care and support plan before treating with any of the customers (e.g.: by discussing procedures).

### **4. Administering medication**

- 4.1. Read MAR sheets in order to identify which medication is required, how and when it should be administered and under what circumstances (e.g. After eating food) and check that all sheets are up-to-date.
- 4.2. Ask the customer whether they wish their medication or where the care and support plan specifies that they do not have capacity explain to them that you are going to administer medication to them. Take appropriate steps and follow procedures if medication is refused (e.g.: advising the customer, contacting GP or NHS24, notifying Team Leader).
- 4.3. Count or weigh the medication and compare the actual amount with the amount detailed on the medication sheet. If the figures are different notify the Team Leader.
- 4.4. Administering medication (e.g.: providing a pill to be swallowed and observe as being swallowed, giving emergency medication, administering medication through peg tube, etc.).
- 4.5. Record where medication has been administered and return all medication to the storage area/ dispose of any equipment used in accordance to MAR sheet.

Ensure medication storage area is well suited for its purpose by keeping area tidy, checking room/fridge temperatures, etc.).

4.6. Order medication on an ad hoc basis, which entails:

- Sending completed repeat slips to the GP surgery to generate prescriptions and arrange collection.
- Checking prescriptions against the current mar sheet and contact GP if discrepancies are found.
- Sending forms to pharmacy for dispensing.
- Upon receipt of medication, check against MAR sheet.

## **5. Physical support**

5.1. Following the care and support plan in order to provide physical support to customers in their daily lives by helping them:

- Transfer from and to a wheelchair, bed, bath, commode, vehicle seat, wheelchair space in a vehicle, or plinth. This may involve the use of ramps, hoists or similar equipment and be performed by one individual or two.
- During mealtime, which may include cutting or liquidising the food; using a suitable implement (e.g. Knife, fork, cutlery, cup, spill proof drinking cup) to bring the food to their mouths.
- With personal and intimate care activities such as shaving, washing face, brushing hair, cleaning teeth, toileting (inc. Sanitary and incontinence aids), and dressing. The degree of support will range from minor assistance to fully assisting the young person/customer in all regards.
- Facilitating/ taking the lead in therapy provision (e.g.: hydrotherapy, rebound therapy, MOTomed adapted exercise bike, etc.) following the therapist's written/ verbal instructions.
- Attending a variety of places (e.g. Health appointments, cinema visit, bowling, disco, shopping, church) by walking alongside the customer offering assistance, pushing their wheelchair, or driving them there in a vehicle.

5.2. Follow support plans when providing physical and explain to them what needs to be done, seek their agreement, perform the task and ask them whether they are comfortable.

## **6. Financial support**

6.1. Follow the procedures regarding handling customers' finances which require counting the cash and recording the amounts.

6.2. Assist customers to purchase items as per individuals support plan (e.g.: by physically handing over cash at counters).

6.3. Retain receipts for items purchased and log these. Compare the start amount for that day with the amount of money spent and the amount of cash remaining and identify any shortfall. Record and report any discrepancies to line manager.

## **7. Housework / cooking activities**

- 7.1. To undertake any cleaning/ house work duties as and when required/needed. This activity may entail doing the laundry, ironing, doing the dishes, changing bed sheets, cleaning bathrooms, etc.
- 7.2. Reading daily cleaning sheets and do any cleaning/ domestic activities which need to be performed such as ironing, doing the laundry, changing bed sheets, cleaning bathrooms, etc.
- 7.3. Preparing and/or serving food in accordance with the customers expressed preferences having checked suitability of food against the dietary guidelines in their care and support plan and ensure all food kept in their fridges/ cupboards it is suitable for consumption.
- 7.4. Check temperature of freezers and fridges using a thermometer, record this on log and report any discrepancies to line manager.

## **8. Record keeping and notifications**

- 8.1. Keep an accurate written record of activities, discussions and observations in a narrative written format (e.g.: activities undertaken by customers, information provided by health professionals, etc.) And maintain records (e.g.: care and support plans) up-to-date.
- 8.2. Organising, chairing and compiling meeting minutes (e.g.: support plan reviews) in order to have a written record of all decisions, timetables, ideas and any other relevant information that has been provided during these meeting.
- 8.3. Notify the team leader and other identified individuals (from the care and support plan) of any changes regarding the customers' health and wellbeing (e.g.: deterioration of the individual's capacities).
- 8.4. Conducting risk assessments (e.g.: individual risks for outdoor activities) by identifying the hazards, evaluating risks and deciding on precautions and recording findings.

## **This role may include**

### **9. Gastrostomy tube feeding management**

- 9.1. Ensuring safe practice in regards peg tube feeding and administration of medications via peg by:
  - Following dieticians' guidelines for feeding and fluid administration
  - Ordering, setting up and monitor weighs and keeping records (mar chart)
  - Supporting reviews with dieticians.

### **10. Tracheotomy care procedures**

- 10.1. Carrying out tracheotomy care procedures as per written guidelines in order to maintain the individual's safety, facilitate communication and preventing complications associated with the procedure. This activity may entail activities such as:

- Being able to detect airway obstruction and immediately apply remedial actions (e.g.: cleaning respiratory secretions in the tube).
- Helping customers with dysphagia (e.g.: eating, drinking).

## **11. Catheter care maintenance procedures**

11.1. Optimise the customer's catheter care by:

- Performing bladder washouts in order to prevent catheter-associated infections
- Undertaking surveillance on catheter associated-urinary tract infections
- Keeping records and reporting any issues to medical professionals.

## **12. Bowel management and care**

12.1. Assisting customers with bowel management programs or routines in order to minimise the risk of bowel accidents and organise an acceptable time for the bowel to be emptied in a safe manner.

## **13. Night shifts**

13.1. To provide care and attention to customers throughout the night in order to ensure they are comfortable and have a good rest. This activity implies:

- Undertaking regular room checks as specified in the care and support plan (e.g.: every 15' or 30' minutes)
- To closely observe for any physical sign which suggest the individual is having sleep problems (e.g.: muscle spasms, breathing difficulties) either in situ or through a monitor.
- To assist individuals who might have difficulties to fall asleep (e.g.: by calmly talking to them, giving them a gentle hand massage).
- To identify appropriate action in accordance to care and support plan and codes of practice in case of emergency (e.g.: administer medication in case of epileptic episode).

13.2. To use night monitoring system (infrared cameras/ talkers/ bed sensors) in order to identify any night time episodes (e.g.: seizures).

13.3. Conducting fire safety procedures and security checks (e.g.: checking fire doors are available for use, unlocked and unobstructed, fire extinguishers are in position with seals in place, fire safety signs are in position) and, if required, report any defects to the management.

13.4. Writing/ updating daily activity planners for all customers.

## **14. Transport duties**

14.1. Assisting customers boarding the vehicle in accordance with health and safety procedures.

14.2. Positioning and securing wheelchairs by handing device and restrain/ clamping systems before the journey begins.

14.3. To carry out pre-trip and post trip inspections of the vehicle to ensure it is safe and in operating conditions. To drive carefully and safely at all times.

**15. Additional health and safety responsibilities**

15.1. Infection control checks

- Carrying out infection prevention and control checks (e.g.: hand hygiene, environment, waste, etc.) In line with policies and procedures.

**Applicable for all roles:**

To undertake any other duties related to the responsibilities of the post and which may be delegated by capability Scotland management.

**Agreement**

Job holder:

Name:

Date:

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Management representative:

Name (line manager):

Date:

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Trade union representative:

Name:

Date:

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