

NIGHT AWAKE SUPPORT WORKER

Main purpose of Position

- To share with other staff in meeting the needs of Service Users in a way that respects the dignity of the individual and promotes independence. Undertaking delegated responsibilities at the appropriate level.
- To provide and assist in wakeful night duty cover in Essex Care Consortium Ltd.
- To undertake designated domestic duties which can be performed during night hours.

Responsible To:

- Senior staff, Team Leader, Managers, General Manager and Directors.

Liaising With:

- Service Users, Essex Care Consortium Ltd staff, Managers, relatives and friends of Service Users, outside agencies, professionals and members of the public.

Recruitment, Employment and Training

- To assist new staff, providing support and guidance as directed by the Senior or Team Leader.
- To complete Essex Care Consortium Ltd induction training within first six weeks of employment.
- To attend, complete and keep up to date any training provided by Essex Care Consortium Ltd.
- To ensure you receive bi monthly supervisions and annual appraisals.
- To ensure you follow Essex Care Consortium Ltd rotas and shift patterns, reporting any short falls in staffing to the Team Leader / Manager / on-call Manager.
- To follow the annual leave policy set out in the Essex Care Consortium Ltd handbook.
- To ensure you follow the Essex Care Consortium Ltd annual leave and sickness policies.
- To report to your Senior for a back to work interview after any sickness leave taken.
- To be aware of Essex Care Consortium Ltd Policy regarding staff conduct and ensure you follow this.
- To be aware of Essex Care Consortium Ltd grievance and disciplinary procedures.
- To be aware of Essex Care Consortium Ltd complaints procedures and to follow these.

Care of Service Users

- To handover all appropriate information with day staff prior to beginning and finishing night duties.
- To welcome new Service Users and their relatives to Essex Care Consortium Ltd.
- To assist the Service Users with all aspects of personal care, ensuring that the core values of care are promoted at all times.
- To work with Service Users maintaining and promoting independence by following the core values:
 - ❖ **Privacy, Dignity, Respect, Fulfilment, Choice, Independence, Self-Esteem, Safety.**
- Assist Service Users in preparation for going to bed.
- Carry out regular checks around the house at specified intervals.

General Check – Hourly

- Service Users with Epilepsy must be checked every 30 minutes unless instructed differently by your Team Leader/Senior or as stated in their care plan.
- Assist Service Users that need help with continence difficulties, ensuring pads are changed as required/stated within their care plan.
- Attend to any Service Users as directed or required who have any other additional needs.
- Assist Service Users who need help, reassurance and comfort in the night and wake sleep in staff if further assistance is required.

Other Duties

- Follow and complete all set cleaning rotas.
- To complete all ironing, paying particular attention to creases in trousers; collars, cuffs and button areas; sleeves and hems.
- All bedding and nightwear must be ironed.
- Food preparation – To ensure packed lunches are prepared and stored appropriately taking into consideration any dietary requirements or needs or prepare vegetables for the following days lunch.

Protection of Service Users

- To be aware of and ensure the appropriate use of the following procedures and policies:
 - ✓ all policies and procedures contained in the protection of service users section within the Essex Care Consortium Staff Handbook.
 - ✓ Southend Essex and Thurrock Safeguarding Adults Guidelines.
- To report to the senior or team leader anything, however minor, that is a cause for concern regarding the care of a service user.
- At all times, listen and take notice of what a service user is saying or communicating.

Emergency Procedures

- To be aware of and understand all the emergency procedures contained in the handbook (e.g. buzzer system, fire alarm system, generators etc.)
- To wake the sleep in staff and assist in the event of an emergency or crisis following guidelines and procedures set out by Essex Care Consortium Ltd if necessary.
- To carry an emergency buzzer at all times and know how to activate it.
- To adhere to Essex Care Consortium Ltd policy on intervention management and restraint contained in the staff handbook.

Communication

- To ensure you work within a total communication framework ensuring that all communications with Service Users is of an appropriate and respectful nature e.g. Makaton, visual aids and appropriate body language.
- To attend and complete any training offered which will enhance your communications with Service Users i.e. total communication training/workshops.
- To liaise with each other, Service Users, Managers, relatives and outside agencies in an appropriate and professional way.
- To ensure all required documentation is completed appropriately, kept up to date and passed to the appropriate persons, i.e. Senior or Team Leader.
- To maintain appropriate confidentiality at all times with regard to all aspects of your work at all times.
- To attend appointments and meetings as required.
- To attend Service Users, staff meetings as requested by Senior, Team Leader or Manager in line with Essex Care Consortium Ltd policy.

- To ensure you answer telephones and welcome visitors in an appropriate and professional manner.
- To complete all daily logs, temperature books, nutrition book and incident charts before finishing your shift.

Finance and Resources

- To ensure that the resources available within Essex Care Consortium Ltd are managed in an economical and appropriate way e.g. windows shut if heating is on, taps turned off properly, lights off if rooms are empty.
- To be given support in identifying and assessing the resources you need and are available to carry all your duties.
- To liaise with Essex Care Consortium Ltd Book Keeper regarding matters concerning salaries, National Insurance etc.

Health and Safety

- To ensure you adhere to and understand regulations regarding Health and Safety, hygiene and COSHH as written in the staff handbook.
- To ensure you are aware of the due diligence folder.
- To ensure you use equipment provided appropriately and adhere to Health and Safety regulations at all times e.g. self-assessment of risk taking, not propping doors open, ensuring appropriate signs are in place on wet floors.
- To report any hazards or concerns to your Senior, Team Leader or Health and Safety officer.
- To assist in the event of an emergency, minimising and assessing all risks and inform appropriate services, Senior on duty, on call Manager etc.
- To be aware of and report any repairs or damage to the Senior, Team Leader, Health and Safety officer using the appropriate method e.g. maintenance reports, verbally.
- To ensure Service Users are not left unsupervised by staff whilst internal maintenance or external contractors are working within Essex Care Consortium Ltd.

Regulatory Checks

- To be aware of and ensure all the appropriate policies, procedures and legislation are followed regarding checks. Records are maintained up dated and completed e.g. water temps, fire alarms system, emergency lights, fridge temps, following instructions from your Senior or Team Leader.
- To ensure you understand and complete the necessary fire drills with Service Users as set down in the Essex Care Consortium Ltd Staff Handbook as directed by your Senior or Team Leader.
- To be aware that all equipment is annually PAT tested with updated sticker or report to your Senior/Team Leader any discrepancies.
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Quality Assurance

- To be aware of the Quality Assurance systems in place at Essex Care Consortium Ltd and assist the Team Leader/Manager in maintaining the standards e.g. Investors in People ISO 19001/2008.
- To fully cooperate with the Quality Assurance Officer regarding their auditing procedure.

Other Procedures

- To carry out other reasonable duties as identified by yourself, your Senior or Team Leader to maintain standards of care and the smooth running of Essex Care Consortium Ltd.