

nightingale hammerson

Household Lead - Residential Role Profile

Household/Department:	Residential	Location:	Nightingale/Hammerson House	Working hours:	44 hours Sunday-Monday
Reporting to:	Deputy Director of Care	Leading & Managing Staff:	Nurses, Team Leaders, Senior Healthcare Assistants, Healthcare Assistants and Care Services Assistants		

About the role

- The Household Lead will further promote our values whilst contributing to the vision and mission for Nightingale Hammerson as an organisation.
- To provide leadership and direction to the Household staff in all areas.
- Be expected to support and cover nights and weekends as a Household Lead across the organisational goals such as will be discussed with the Director of Care and ensure Residents first approach is provided at all times.

Core Competencies

There are core competencies that apply to all clinical and care roles in the organisation. The aim of the core competencies is to help you and line manager to agree the minimum standards that are expected of you to remain proficient within your role. It will also be used to explore further opportunities to develop your competencies to meet personal aspirations and career goals in the future.

<p>Relationship Centred Care</p> <p>Relationship Centred Care takes Person Centred Care concept one step further by recognising the nurturing values of relationships to enable residents to be happy and fulfilled with their life. It is not only their relationships with staff and their relatives but also other relationships between staff, relatives, volunteers and others that matter.</p>	<p>Residents Wellbeing</p> <p>Care staff identify what is important to each resident in order to effectively promote their wellbeing. This involves providing holistic care which encompasses more than just the resident's physical health.</p>
<p>Nutritional Support & Wellbeing</p> <p>Nutritional support is a crucial part of helping people in maintaining their physical and mental wellbeing. Whilst ensuring Residents are supported in maintaining a good quality of life.</p>	<p>Health & Fire Safety (H&S)</p> <p>Understand the Health & Safety policies and procedures across Nightingale Hammerson and your Household. Ensuring care is taken to protect the Health & Safety of our residents, staff, volunteers and visitors at Nightingale Hammerson.</p>
<p>Information Technology (IT)</p> <p>Nightingale Hammerson is making increased use of computer technology. The majority of employees (both care and non-care) should expect to use automated digital information systems in their work in order to improve quality and coordination of services, and to enable faster and more certain communication within the Home. Necessary education will be provided.</p>	<p>Equality & Diversity</p> <p>Nightingale Hammerson believe that in order to fully embrace diversity, we need to ensure that all our staff are aware of the policy and conversant with the requirements it places upon them.</p>

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Specific Role Competencies

There are specific role competencies that apply to this post. The aim of the specific role competencies is to ensure that the post holder is able to demonstrate specific knowledge, skills, professional and technical abilities needed and developing into the role. These include:

Communication & Relationships

- Relationship Centred Care is maintained for all residents as set out through the Care Quality Improvement system for Nightingale Hammerson.
- Ensure that staff are familiar with the requirements of the Jewish religion and practice.
- Participate in the Care risk sub group meetings for Nightingale Hammerson for the Household/Team's Key Performance Indicators (KPI's).
- Ensure that policies for the prevention and treatment of pressures are in place to prevent and manage any incidences. This to include working closely with the TVN Specialist, together with the Dietetic Assistant Practitioner on quality assurance and education of staff.
- Promote good relationship centre care with relatives of residents and external agencies.
- Attend relatives and arrange residents meetings periodically.
- Maintain good working relationships across all Households, Teams and departments across Nightingale Hammerson.
- Deal with complaints or matters of concern whether arising from residents, relatives, staff or others in a sympathetic and understanding manner and in accordance with Nightingale Hammerson's Complaints Procedures, seeking assistance from senior staff at an early stage as and when needed.
- Review new practices and procedures in customer relation services, to ensure they are accessible to everyone. Taking into consideration any special needs they may have. Recommending additional needs that may be available and further explored.
- As and when required, to hold a 'bleep' and be on-call in the Nursing Office over weekends/nights.
- Good cooperation with all Households/Teams and Multi-Disciplinary Teams (MDT's) involved with residents is maintained at all times.
- Be able to work under pressure and deal with complex and sensitive issues with both internal and external stakeholders.

Leading & Managing

- Lead and manage the overall functioning of the household.
- Ensure the safeguarding adults and that Deprivation of Liberty Safeguards (DOLS) are managed in accordance with current legislation.
- Monitor and evaluate the medication management and administration systems in order to ensure safe processes. Furthermore, to include competency assessments of new staff and investigating errors as appropriate.
- Plan and coordinate MDT's meetings for each resident at six weeks from admission, whenever there is a change in condition and annually.
- Monitor and respond to KPI's for the Household and ensuring concerns are responded to in a timely manner.
- To audit and review care plans to ensure they are formulated, implemented, evaluated comprehensively. To include physical, psychological, social, cultural and spiritual needs and to ensure care plans produced by supervised staff are effective.
- Provide Quality Assurance reports and trend analysis.
- To attend meetings related to Care and Risk in order to review and feedback action plans.
- Provide leadership/management of care and Healthcare workers through Performance Development Review (PDR) and Learning & Development (L&D) planning. This may include:
 - Planning the staffing rota
 - Staffing ratios

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- Supervisions
- PDR's
- Coaching, mentoring and training and develop the team members in order to maximise their potential.
- Effectively performance manage staff through the internal procedures relating to sickness, absence or disciplinary.
- Escalate any concerns that affect the standards of care to the Director of Care or deputy.
- Ensure all staff receive appropriate and on-going supervisions and training in order to maximise their work performance.
- Be familiar with and implement of all Nightingale Hammerson's HR policies and procedures. These also include, Fire, Health & Safety regulations, etc.
- To be innovative and creative in support of any new initiatives/planning in order to improve care delivery with the use of IT.
- Monitor and manage staff attendance, leave and absence in order to ensure adequate cover is available to provide a service to residents of appropriate quantity and quality.

Education & General

- Promote effective communication, continuously review the practice on each Household and encourage a platform for nurturing and learning through reflection with the staff.
- To participate in the education and reflective workshops such as Relationship Centred Care, Nurses Forum...
- Keep up-to-date with Nursing practice competencies, knowledge and skills development, whilst championing and supporting staff to do likewise.
- Discuss any specific training needs of the post holder and staff with the Education and Development Manager, Director of Care Services or deputy.
- Participate in the mentoring and development of students on placement. Ensuring all learning objectives are met and evidenced as required by the University or other learning institution.
- Support and participate in research projects whilst identifying learning and development opportunities for staff.
- Provide mentoring and coaching to new and existing staff. Actively identifying those staff who have potential to be developed further so that development plans are agreed, implemented and evaluated.
- Promote learning through reflective practice and using incidences, case scenarios/studies.
- Such other duties, within the competence of the post holder, which may be required from time-to-time.

Care & Practice

- Residents are at the centre of what we do and are provided with the highest standards of nursing and dementia care.
- All staff are mentored, supported, developed and supervised according to Nightingale Hammerson's policies.
- Ensure that all end of life care planning for each resident is supported through the Gold Standard Framework (GSF).
- Act in a professional manner and in accordance with Nightingale Hammerson's policies and procedures and the Nursing Midwifery Council (NMC), at all times.
- Adhere to, and act as a role model to other staff, in respect of a philosophy of care which respects the individuality, dignity, privacy, choice, rights and need for activity and fulfilment of each resident in our care.
- Access the needs, formulate and update care plans for new and existing residents at most risk on any Household.
- Maintain confidentiality in respect of all personal information relating to residents and ensure that all staff adhere to these requirements.
- All accidents and incidents are thoroughly followed up, recorded and reported to the senior management team.
- Mental capacity and best interest processes are followed from admission through to planning and implementing any form of care and support.
- Ensure good practice in continence (bowel and bladder care) management is promoted and effectively evaluated for each of the resident including clear care plans and referrals to relevant MDT.
- Update and review dependency assessments for all residents on the Households and implement a strategy to meet the changing demands in care.
- Ensure that the residents are cared for in a clean and uncluttered living environment. Ensuring Health & Safety and infection control audits are undertaken and action plans are completed.
- Ensure that the Jewish culture is observed regarding food rules, death of residents, the Sabbath and other Festivals.
- Be familiar with and monitor proper implementation of internal and external regulations regarding drugs and the prevention of cross contamination.
- Ensure that the ordering of supplied is actioned within budget and all equipment is maintained and is in working order.
- Be able to work under pressure and deal with complex and sensitive issues both with internal and external providers.
- Assist with GP rounds and ensure adequate preparation in order to facilitate effective sessions.
- To take accountability and cover the duties and responsibilities of supervised staff in order to ensure the maintenance of a service to residents of appropriate quantity and quality.
- Such other duties, within the competence of the post holder, which may be required from time to time.

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What we require from you

ESSENTIAL

- Experience of supervising staff within a nursing and/or social care setting.
- Experience of assessments, care plans and Mental Capacity Act.
- Experience of providing care services to older people with dementia
- Experience of training and development of staff.
- Knowledge of the inspection and registration process.
- Knowledge of the care planning process using online technology.
- Ability to communicate effectively and work with and for older people
- Ability to collaborate with a wide range of staff across all levels.
- To work as part of a multi-disciplinary team.
- To understand and implement policies and procedures and work within these whilst ensuring that they are conveyed correctly by staff under your supervision.
- Ability to prioritise your workload and that of your team in the context of competing demands.
- Ability to work within the parameters of the CQC inspection and registration.
- Ability to work within the context of care planning processes, whilst ensuring that it is properly implemented in areas of work under the management of the post holder.

Specific conditions which are also essential to this role are:

- Fit to undertake a range of tasks involved in providing a nursing service to residents.
- Ability to work on a rostered shift basis which include:
 - Evenings
 - Nights
 - Weekends and
 - Public Holidays
 - Flexibly respond to the requirement to provide 24 hour care.

Qualifications & Development

ESSENTIAL

- Up-to-date knowledge of the clinical and social care of older people in palliative care and dementia care.

DESIRABLE

- QCG Level 3 and above in Dementia or equivalent
- QCH Level 2 and above in End of Life Care or equivalent
- City and Guilds D32/D33 NVQ Assessors Course
- QCF Level 4-5 Leadership & Management or equivalent
- Good IT skills and the ability to use electronic devices associated with E-Care Plans and data input.
- Basic knowledge of Microsoft Office, including Word, Excel and Power Point

Your experience, skills, qualifications and development shall be measured through your application, interview and test (if applicable).

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Key Working Relationships

- * Household Managers/Team Leaders
- * Residents & Relatives
- * Volunteers
- * Bank Staff
- * District Nurses/GP's
- * Household Care Teams
- * Other relevant Health & Social Care professionals
- * Multi-disciplinary teams (MDT's - including Therapy & Activities Team)

Jewish Culture & Traditions

Jewish Culture and Traditions

Nightingale Hammerson is a charity supporting the Jewish community, following the main Jewish culture and traditions. All the employees, volunteers and visitors must be aware and respect the Jewish values and traditions, according to the Nightingale Hammerson policies. Team members are multi-faith and have a responsibility to ensure Jewish culture and its religion is respected and adhered to.



Our Mission & Values

Our Mission

Nightingale Hammerson is a charitable organisation, providing holistic quality care, assistance and support to older Jewish people in a safe and stimulating environment using dedicated and trained staff and volunteers.

Our Vision

To be a leading UK provider of quality relationship care. To be a Centre of Excellence for high quality care for older Jewish people.

Our Values

We are a values based home, so reflecting our mission and values approach in your evidence will support your application.



Care Quality Commission (CQC)

**** Nightingale House is recognised as Jewish Community's first ever 'Outstanding' care home. ****

We are delighted that following the CQC inspection in May 2018 was awarded an overall "Outstanding" rating. We are now only the third London home to attain this recognition, elevating Nightingale House to the top 1% of nursing care homes nationwide!

Application Guidance

Role Profile

Should you be shortlisted and invited for interview you may be expected to undertake a scenario based exercise about the role. You will also be assessed within your application and interview in your understanding of Nightingale Hammerson's values and meeting safeguarding responsibilities within a care environment. This role profile is intended to outline the post holder's duties and responsibilities. The list of responsibilities is not exhaustive and will be reviewed regularly as part of the supervision process. This role profile will be reviewed in the light of changing circumstances, and other duties may be required after consultation with the post holder, the Household Manager and the Senior Leadership Team (SLT).

Other Information in Support of Your Application

Pick out those aspects of your experience or skills that are **relevant** to this post. Explain how your experience, abilities, skills and knowledge match those required for the vacancy, where set out in the person specification. Remember to consider experience in previous employment and relevant experience from voluntary/leisure/education activities.

Disclosure and Barring Service (DBS)

Abuse and neglect can happen to anyone, anywhere and all it is the responsibility of all employees to act in accordance with Nightingale Hammerson's policies. Nightingale Hammerson is committed to safeguarding and protecting residents and vulnerable groups. All of our posts will require a DBS disclosure and we act in accordance with the eligibility criteria as set out by the Vetting and Barring Scheme. Our DBS will ensure a fair process is applied to all our recruitment and is in line with the Rehabilitation of Ex-Offenders Act 1974. All applicants will need to disclose any 'spent' (current) convictions at the outset of the recruitment process.

Confidentiality

All staff members and volunteers should be aware that Nightingale Hammerson produces confidential information relating to Residents, staff and commercial information. It is everybody's responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records Act and Computer Misuse Act. Disclosure of personal, medical, commercial information, system passwords or other confidential information to any unauthorised person will be regarded as gross misconduct and may lead to disciplinary action.

Equality & Diversity

Nightingale Hammerson is proud to have a diverse and varied workforce. We welcome applications regardless of gender, race, ethnic origin, sexual orientation, disability or religious belief.

Health and Safety

It is everybody's responsibility to follow the policies and procedures regarding health and safety and take part in the core education sessions as part of the annual education plan.