

# Potential Support Workers' Information Sheet

## About High Oaks

The Support Worker role at High Oaks is varied and rewarding. Our main client group is working age adults who we support through their life journey. We do sometimes support the elderly also, but those whose physical care needs exceed their mental health care needs tend to suit other environments better.

Most residents at our care home have severe, enduring and complex mental health conditions and their behaviour and presentation can, at times, be unusual and challenging.

The majority of our residents are free to come and go as they please and access the community. Our aim is to assist residents to live as independently as possible and recognise that it is likely that most will always need a high level of support.

We support our residents with all aspects of daily life activities, including personal care, maintaining a safe environment and supporting people with their medication and health appointments. In general, residents need lots of encouragement. Support workers must be patient, empathetic, and understanding as some will have significant fluctuations in their mood and behaviours.

## Your role

We are proud of our high standard of training and you will be supported throughout our thorough and ongoing programme.

Here are some of the tasks our support workers frequently perform:

- **Cleaning** - We have dedicated cleaners who clean the communal and staff areas but do not clean in residents' rooms. Due to our client group, the environment can quickly become dirty and messy and therefore it is important that continual attention is given. One of the support workers' tasks is cleaning residents' rooms as well as maintaining high standards of hygiene in communal and other areas on a daily basis.
- **Food preparation and cooking** – We have a dedicated cook, however they do not work evenings and weekends. Therefore preparing evening and weekend meals is something our support workers manage. Support will be given where necessary.
- **Personal care** - Some residents require full support with personal care, this might include helping a resident to get changed, or with taking a shower.
- **Accessing the community** – Although some of our residents are able to independently access nearby towns and villages, others are not. It is part of a support workers role to assist our residents with transport and use of shops, barbers and other parts of the community. This includes escorting residents to appointments.
- **Consistent encouragement** - Some residents may become dishevelled in their appearance. It is part of the support worker's role to encourage them to be clean and tidy

but it cannot be forced. As a team we work on different strategies to consistently encourage residents to take responsibility for their appearance and we acknowledge that this is an on-going challenge.

- **Medication** – Most of our residents take regular restricted medication. This is dispensed from our dedicated clinic at High Oaks. We have an extensive competency process to ensure support workers feel well informed and comfortable before dispensing medication themselves.

### **Working at High Oaks**

The care home runs 24-hours a day, seven days a week and we rely on committed staff to help keep it running smoothly. A rota is released several weeks in advance to notify staff of their shifts for each month; however staff will need to be prepared to take on additional hours to cover sickness, holidays and during periods when we are recruiting. Staff may also be required to work at short notice to cover emergencies.

We have a dedicated night team that cover most of our waking night work, but all staff may be asked to work waking or sleep nights as required. This would usually be to cover sickness and annual leave.

All frontline staff are required to work weekends and bank holidays as part of their standard. Generally weekends are split such that in every 4 weeks, everyone works 2 weekends.

Support workers are required to drive the company vehicles on business related to the company and to transport residents to and from various appointments and activities. You will need to provide details of any driving points or convictions for insurance purposes.

All staff must have a COVID-19 passport and demonstrate that they have been double vaccinated before they are permitted on site and have a DBS check prior to commencing their post.

You are welcome to have your meals with our residents at no cost when you are on shift, as well as refreshments throughout the shift.