



Improving lives of people with sight loss



**Care Assistant at New Wycliffe Home
Information pack**

www.vistablind.org.uk/jobs

Introduction

We are looking for care assistants to offer emotional, physical and social support to people who live in our New Wycliffe Home.

You will need to demonstrate compassion, respect and empathy for the individuals we support, and maintain a high quality of service to each person.

Have you got what it takes? This pack tells you everything you need to know about the job.

To find out more and apply online, visit www.vistablind.org.uk/jobs



About Vista

Vista is the leading provider of services to children and adults with sight loss in Leicester, Leicestershire and Rutland.

We are one of the oldest and largest local charities, working with people with sight loss and their families for over 150 years.

As well as rehabilitation, residential homes, social groups and befriending services, Vista provides specialist services for people with learning disabilities, dementia and dual sensory impairment.

Whether someone is newly diagnosed or has lived their whole life with reduced sight, our specialist staff provide a vital lifeline to local people.

Losing your sight can be frightening. Vista is there, enabling people to regain their independence and live fulfilling lives.



About New Wycliffe Home

Situated in Rushey Mead, just three miles from Leicester city centre, New Wycliffe Home is an attractive, spacious home with peaceful outdoor areas.

The home has recently been awarded Care Home of the Year at the Leicester Mercury's Carer of the Year Awards.

The home provides high quality residential care to older people with a sensory impairment and people with dementia. With warm and welcoming communal living rooms, quiet areas to sit and relax, comfortable en-suite bedrooms and attractive gardens, there is always somewhere our residents can enjoy spending time.

Our dedicated, highly trained team are committed to providing the highest standards of care in a safe, comfortable, 'home from home' environment.

We are passionate about the care we provide and committed to improving the lives of our residents with sight loss or dementia and their families.



Our people

I didn't have any previous knowledge about sight loss, but I've learnt so much. Vista's training is absolutely fantastic.

I don't see the role as a 'job,' I see it as helping residents and putting a smile on their faces.

Ida, Care Assistant



Our home is an incredible place to live and work. We believe this is because we don't see vision as a barrier and like to think outside the box, helping our residents to live their lives however they wish to.

Julie, Residential Manager

The residents are like family to me – it doesn't feel like I'm coming into work, it feels like I am visiting their home. New Wycliffe is such a friendly, welcoming place, it's the best home I have worked in.

Jayne, Care Assistant



Benefits for you

Vista is committed to the overall health and wellbeing of its employees, and is pleased to offer a quality, competitive benefits package that provides valuable health care, financial and lifestyle options.

Your Health

Optical and Dental Care
Therapeutic Support
Medical Consultations
Life Assurance Scheme
Employee Assistance Programme



Your Lifestyle

Childcare Vouchers
Cycle to Work Scheme
Corporate Gym Membership
Discounted AA Breakdown Services



Your Finances

Vista Pension Scheme
Discounted Mobile Phone Tariffs
Clockwise Credit Union



These employee benefits can be discussed further at the interview or once in post.

Job description

Job Title: Care Assistant

Department: Vista's homes

Primary Objectives: To offer emotional, physical and social support to people who live in the Home, respecting and upholding the rights and wishes of each individual and to promote and maintain a high quality of service to each person.

To also demonstrate compassion, respect and empathy for the individuals we support in all your actions.

Main Duties:

Support to individuals

- 1) To comply with the Health and Care Professions Council Code of Practice for Social Care Workers and Vista's Code of Good Practice for staff.
- 2) To uphold Vista's Core Principles and Charter of Rights for people who live in the Homes.
- 3) To support individuals as needed with their physical and personal care according to their Support Plan.
- 4) To be aware of the communication needs of each individual as detailed in their Support Plan and ensure that they are fully met at all times. This will involve ensuring that information is communicated in a way that can be understood by the person and also assisting each individual to make themselves understood as far as is possible.
- 5) To support each individual to make choices in all aspects of their life.
- 6) To support each person to be able to participate in the decision-making processes of the home.
- 7) To assist mobility following approved moving and handling procedures according to individual Support Plans.
- 8) To support individuals to go shopping, on outings or on holiday as required.
- 9) To support individuals with their meals and drinks responding to the needs and wishes of each person as required.

10) To assist the kitchen staff in the dining room ensuring that it is kept clean, tables are set correctly and meals are served according to the needs and wishes of each person.

11) To welcome and assist family members, friends and other visitors of people who live in the Home.

12) To support individuals so that their religious, cultural and spiritual needs are met as outlined in their Support Plan.

13) To initiate, organise and support activities that respond to individual preferences both within the Home and the local community.

Health and Safety

14) To abide by Health and Safety legislation.

15) To understand and implement Fire Regulations and respond to all fire drills or real fire emergencies as instructed. To attend fire instruction and training events as required.

16) To undertake the Health and Safety training and induction as required, i.e. Moving and Handling, Safe Handling of Food, First Aid etc.

17) To report any accidents or injuries immediately to the senior staff on duty and to take immediate action to ensure the safety of individuals.

General

18) To promote a quality service that meets the Essential Standards of quality and safety in order to comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

19) To respect the confidential nature of personal information relating to individuals and staff and to abide by the Data Protection Act 1998.

20) To actively protect and safeguard adults from abuse, prevent abuse from occurring and report any suspected incidents of abuse, following Vista's Policy and Procedures and the local Multi-Agency Policy and Procedures for safeguarding adults.

21) To implement and abide by the Policies and Procedures of Vista.

22) To co-operate fully as a member of the staff team and to ensure good written and verbal communication at all times.

- 23) To maintain clear records as appropriate.
- 24) To keep up-to-date with the needs of each person by checking the report book(s) immediately or when receiving handover when coming on duty and ensuring that reports are completed before going off duty.
- 25) To attend and participate in staff meetings. If it is not possible to attend a meeting it is the responsibility of each member of staff to find out what took place and to keep themselves informed.
- 26) To participate in regular individual supervision meetings with the line manager and a regular annual appraisal of job performance.
- 27) To abide by all written or verbal instructions given by Vista's Managers and Directors.
- 28) To participate in training and development as appropriate for the post and to take responsibility for personal development and learning.
- 29) To demonstrate a commitment to equal opportunities as it applies to individuals who live in the Home, the staff team and members of the wider community.
- 30) To participate in social and fundraising events to promote Vista.
- 31) To work flexibly and be prepared to adjust timetabled hours, with due notice being given wherever possible, to meet the needs of individuals, or to respond to emergencies (due to staff sickness, emergencies or unforeseen events).
- 32) To carry out any other such duties as required that may reasonably fall within the scope of this post.

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: JR/PS

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person specification

Criteria	Essential	Desirable
Qualifications & training	Level 2 qualification in Health & Social Care or a willingness to work towards a Level 2 Diploma in Health & Social Care.	Level 3 qualification in Health & Social Care or equivalent.
Experience	<p>Previous experience of working with people in a residential or health setting.</p> <p>To demonstrate compassion and empathy in your approach to caring for older people/ adults, either through previous work or life experience.</p>	Previous experience of working with people with a sight loss.
Skills & knowledge	<p>Ability to work on own initiative and as a member of a team to support service needs.</p> <p>Competent to administer medication and First Aid as required.</p> <p>Display a practice which shows a high regard for people, their property and their rights.</p> <p>Good verbal and written communication skills in English.</p>	Knowledge of Key Worker or similar system.

Skills & knowledge	<p>Ability to work closely with people and their families.</p> <p>To respect people's privacy, dignity, choice and confidentiality at all times.</p> <p>Calm manner.</p>	
Personal qualities	<p>Commitment to equal opportunities and Vista's Statement of Culture, Values and Core Principles.</p> <p>Commitment to provision of development and delivery of a high quality residential service.</p> <p>Ability to undertaking moving and handling tasks.</p>	<p>Knowledge of moving and handling techniques and equipment.</p>
Other	<p>Must be able to work flexibly including evenings, nights, weekends and bank holidays in accordance with the needs of the Home.</p> <p>(Nights only) Must be willing and able to undertake the role of shift leader as and when rostered.</p> <p>Willingness to take part in and help organise activities in and outside the Home.</p>	

If you require the information in this handbook in an alternative format (e.g. large print, audio or Braille) please contact Vista on 0116 249 0909.

For more information, please contact the HR Department

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