

JOB DESCRIPTION

JOB TITLE: Lead Practitioner in Care
SECTION: Older Peoples Services
REPORTING TO: Deputy Care Home Manager
WRITTEN BY: Beryl Gillespie
DATE: November 2013. Revised March 2015.

Overall Purpose

This post is to support and enhance the delivery of services for people living in a residential home environment, and to provide advice, coaching and support to CHS employees in meeting the Care Quality Standards for Care & Welfare.

The Practitioner provides responsive information, training and monitoring services to help support the Manager and Deputy Manager in the day-to-day running of the home. The role also contributes to ensuring independence, choice and control for those who use the services of the residential home.

Aim

1. Focussing on Skills for Care – empowering employees to access the information they need to deliver good quality care - promoting independence, self-help, well-being, choice and control for service users.
2. In collaboration with other health and care professionals and active development of these partnerships to maximise the outcome for the service user.
3. The expected outcomes for service users include that:
 - they have a factually correct and up-to-date care and support plan, tailored to their individual needs, and in their preferred format, which is reviewed monthly
 - they have been able to access, understand and use this information in a way that has helped them to live a good life
 - they have received a culturally sensitive service that has been accessible, regardless of the diversity of individual circumstances
4. To ensure that a caring, effective and efficient customer centred service is delivered to all service users.
5. To ensure CHS delivers a high quality service in its Care Homes.

6. To ensure that care delivery is evidenced effectively and efficiently in order to comply with legislative and regulatory requirements.

Main Areas of Responsibility

A Communication:

1. Regularly communicate with and support the managers of the Care Home.
2. Hold monthly meetings with Deputy Manager to discuss and tackle current issues and concerns
3. Provide a written record of these meetings, in order to support and facilitate the delivery of care and support services.
4. To ensure support plans accurately reflect the needs of service users, are updated monthly as part of quality control and that areas for improvement are communicated effectively to managers.
5. To regularly communicate with Team Leaders (at least monthly) in order to:
 - a. Inform employees of best practice in care and welfare for residents
 - b. Advise of any changes in legislation and/or documentation
 - c. Advise on management of challenging behaviour
 - d. Arrange individual mentoring/coaching as appropriate
6. Plan and carry out 121, and appraisal meetings for the care team with Team Leaders and ensure these are carried out and documented in line with CHS Policy
7. Follow up communication:
 - Follow up issues raised in 121's which need authorisation with line manager
 - Action anything agreed in line management supervisions in a timely manner

B Monitoring and evaluation:

1. The Lead Practitioner will monitor the effectiveness of training for employees, to ensure that training is carried through into practice.
2. Informal mentoring, coaching and modelling of good practice is to be used in this role, to continually drive up standards of care delivery.
3. Poor practice is to be evidenced and brought to the attention of a manager at the earliest opportunity so that an improvement plan can be considered
4. The Lead Practitioner will provide details of any employee training requirements to the Deputy Manager
5. The Lead Practitioner will monitor the continuing competence of carers administering medication and report any poor performance to the Care Home Manager or their Deputy for action.

Additional responsibilities:

1. To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
2. To work in a manner that facilitates inclusion, particularly of people with dementia, monitoring data and recommending action as required.
3. To assist the Home Manager and their Deputy in the future planning of the service as it relates to care and welfare services and carry out research which will assist in the planning process.

G General

1. To be aware of, and work within, the requirements of the Care Quality Commission (CQC) for the delivery of care services in a residential setting.
2. To comply with the General Social Care Council's codes of guidance and with all aspects of the CHS Code of Conduct and CHS behaviours
3. To comply with the CHS Group Health and Safety Policy and contribute to good health and safety practice.
4. To attend team meetings, supervision meetings and training sessions and to ensure that any training needs identified are met.
5. To comply with the CHS Equality and Diversity Policy Statement, actively seeking opportunities to recognise the value of diversity and ensure equality of opportunity in services delivered and to promote anti-discriminatory practice throughout CHS.
6. To comply with all aspects of the CHS Code of Conduct and CHS behaviours
7. To comply fully with CHS's Former Schedule One Policy.
8. To carry out any other duties consistent with the nature and scale of the post as may be required from time to time
9. To keep up to date with best practice and legislative requirements affecting the care environment
10. To comply fully with CHS's policies and procedures
11. To foster effective working relationships within teams in the Care Home.

As the needs of the organisation change rapidly, this role will change accordingly; therefore this document should be viewed as guidelines which are subject to change