

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 and this is more likely to be within our home care service.

Most residents at our care home have severe, enduring and complex mental health conditions and their behaviour and presentation can, at times, be bizarre and challenging. Home care (sometimes referred to as 'outreach' or 'domiciliary care') clients tend to have less severe symptoms and presentation than care home residents and already live independently to some degree.

Care home residents are not sectioned - they free to come and go as they please and access the community although some may have restrictions via a Community Treatment Order (CTO). Our aim is to assist residents with rehabilitation so that they may live as independently as possible. At the same time we acknowledge and work with the fact that some, due to the extent of their conditions, are living as optimally as they can with our continued care and support, and are not able to acquire the skills to live more independently.

Our residents do need a high level of support with daily life activities, for example some have a tendency to hoard in their room and can become messy and chaotic in a short space of time. They need lots of encouragement and support workers need to be patient and understanding as some will have significant fluctuations in their mood and behaviour.

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

Here are some of the tasks the support worker performs:

- **Cleaning** - We do have a dedicated cleaner who cleans the communal and staff areas but does not clean in residents' room. 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 worker tasks is cleaning in residents' rooms as well communal and other areas on a daily basis. A support worker is also nominated each day by the shift leader to be kitchen buddy to support the chef.
- **Food preparation and cooking** - Preparing tea and weekend cooking. Support will be given where necessary.
- **Personal care** - there is an element of personal care e.g. helping a resident shower or get changed. Some may have incontinence needs. This is by no means on the same level as it would be in a care home for the elderly.
- **Consistent encouragement** - Some of the residents may be dishevelled in their appearance. It is part of the support worker 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.

- The care home runs 24-hours a day, seven days a week and we need committed staff to help keep it running smoothly. The rota is usually compiled four weeks ahead, but there will be occasions when this isn't possible. Staff will need to be prepared to cover sickness, holidays and during periods when we are recruiting staff. You should be prepared to work additional hours when needed. We appreciate a response to any urgent contact we make with you to support colleagues on the occasional staff cover emergency.
- Generally we allocate night work to people who do set night hours – waking and sleeping – but all staff will need to work nights as required although it would ordinarily be occasionally only for staff not allocated regular night work.
- Support Workers work weekends and these are shared out.
- Support Workers will be rostered to work for our home care service as needed. This may not be straight away but as we acquire additional clients.
- 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.
- For the home care service, Support Workers may be required to use their own vehicle to get to and from clients. Within those calls they may be required to transport clients to appointments. Mileage as appropriate will be paid.