

MEADOWS NURSING HOME

JOB DESCRIPTION

HOUSEKEEPER

Job Title: Housekeeper

Responsible to: Registered Home Manager

Accountable to: Registered Home Manager

JOB SUMMARY

To take responsibility and be personally accountable for all aspects of the management of housekeeping/domestic & laundry delivery within the Care home, and to act in such a way as to promote the health and wellbeing of Service users accommodated within Registered settings/Care Homes of the Company.

To be involved in the setting of standards of catering and hospitality in line with the Care Standards Act 2000 and its Regulations (Wales) 2002, and by leading the catering staff team.

*To work within, and to, all policies & procedures of the company and the **Code of Practice of the Care Council for Wales**; also within the **National Minimum Standards and Regulations (Wales 2002)** of the **Care Standards Act 2000**.*

To ensure your continued capability and competence to carry out your job role all staff are also expected to ensure their attendance at and compliance with the training programme of the company to ensure their suitability to perform their duties and support Service users.

All staff must maintain appropriate status, fit for employment within the Criminal Records Bureau (CRB) system, throughout the period of employment.

RESPONSIBILITIES

General

All staff have a responsibility to read and have a working knowledge of the policies and procedures of the company, as applicable to their job role; including the health and safety manual and retention and completion of their personal copy of the employee handbook.

All staff also have a responsibility to work within the **Code of Practice** for **Social Care Workers** of the **Care Council for Wales**, and ensure attendance and compliance with the training programme of the company to ensure their suitability to perform their duties and support Service users.

Policy folders are located within the Home Managers office. All members of staff must adhere to these policies & procedures at all times, failure to comply will result in disciplinary action. The Registered Home Manager will clarify any points as necessary and notify all staff of amendments as they become operational.

Role Specific

General Management

1. To lead the Domestic, laundry and maintenance team.
2. To participate within reviews undertaken by such people as the Local Authority, Local Health Board including reviews of placement by the Service users individual Social Worker, as and when requested.
3. To initiate accurate assessments of potential Service users and accompany the Registered Home manager when they are undertaking assessments, at their request, or at minimum meet with the Service user and their representatives during the trial visit to the home. And at any reasonable request take part in multidisciplinary assessments and reviews.
4. To maintain confidentiality regarding all matters relating to Service users, their care and welfare, the day-to-day running of the establishment, and members of staff being honest, trustworthy, reliable and dependable Failure to comply will result in disciplinary.
5. To uphold public trust and confidence in the Care Home and the Company including: maintaining a high standard of appearance and behaviour and complying with the uniform and dress code policy of the company.
6. To work in such a way as to honour work commitments, agreements and arrangement to promote the health and wellbeing of Service users, and by declaring issues that might create conflict of interest or influence your judgement.

7. To always behave in such a way both inside and outside of the Care home, as to not question your suitability to work in a Social care setting.
8. To be prepared to work in any area of the home or other homes/settings operated by the company as required by the management that are within your capabilities and scope of practice

Human Resources:

1. To prepare staff rotas, holiday plans and manage sickness levels to ensure appropriate levels of staff to support Service users, are available at all times within your Department.
2. To monitor staff performance and undertake human resource counselling, investigatory interviews and any resultant disciplinary action in conjunction with the Registered Home Manager.- which relates to your Department
3. To participate in bi-monthly supervision from the Registered Home Manager and receive an annual appraisal, and undertake formal supervision of catering staff on a bi-monthly basis.
4. To lead the team and shift, in an appropriate manner using the skills and knowledge as a Domestic supervisor and by displaying knowledge achieved by experience within the setting and role. And to supervise staff, in an appropriate manner using the skills and knowledge of a departmental manager, and by delivering supervision to staff on a shift by shift basis.

Communication:

1. To report any changes in the physical environment that may affect the service users as observed in the course of your duties, or as reported to you by members of your team to the most senior person caring for that Service user.
2. To initiate departmental staff meetings and to attend general staff & Service user meetings and contribute ideas and suggestions, appreciating the diversity and equality of Service users within your care

Safety & Risk assessment:

1. To ensure that all appropriate risk assessments are completed and updated as necessary including all COSHH assessments and environmental checks such as Gas, electrical, water temperatures and quality etc.
2. To report all hazards, real or potential, keep accurate records and notify the Registered Home Manager without delay.
3. To report any situations where there may be a risk of violence or aggression, or where Service users may be at risk, to the Person in charge and/or Registered Home Manager without delay.

4. To be familiar with the fire policies, to know where the fire points are, to take part in fire training and fire drills and to undertake the duties of the Fire warden when nominated.
5. To use personal protective equipment, (e.g. gloves, aprons) as supplied by the company, where appropriate.
6. To report all accidents and to ensure that any accidents are recorded in the accident book and in the absence of the Registered Home Manager and as appropriate reported under RIDDOR.

Procurement and Resource Management:

1. To be efficient in the use of all supplies and highlight deficiencies to the Registered Home Manager.
2. That the need for additional staffing including substantive long term vacancies or the need for short term emergency cover is discussed in the first instance with the Registered Home Manager, and that every available method is used to prevent agency usage e.g. additional hours for substantive staff, bank staff etc. That when these methods are exhausted agency staff will be sourced from approved providers only.

Training Self & others:

1. To attend **all** mandatory training and any additional training as identified via supervision or deemed necessary by the company. Failure to attend identified or mandatory training will result in disciplinary action.
2. To assist domestic, laundry & maintenance assistants by means of supervision and knowledge sharing, when they are undertaking NVQ level 2 or 3.

Clinical Governance, Audit & Quality:

1. To research, resource and update cleaning and hospitality skills of the team by providing regular updates within team meetings, and by other methods such as notice boards, resource files etc.
2. To promote systems of clinical governance and audit the quality of domestic provision and delivery systems and in conjunction with the Registered Home Manager within the wider aspects of the home.
3. To prepare when requested reports for the Registered Home Manager and/or Responsible Individual, Company Directors regarding the overall performance of the Catering Department, and such quality indicators as: compliments, complaints, environmental changes etc.

Confidentiality, Complaints & Concerns:

1. To report any concerns or complaints raised by Service users, or their representatives, record concerns and attempt to rectify situations if you are able to do so, make an accurate record of the concern raised and inform the Registered Home Manager at the earliest opportunity. (In the event of an anticipated delay in excess of 24 hours the concern/complaint must be reported to the Responsible Individual in the first instance).
2. To complete and submit a notification under Regulation 38 of any reportable untoward occurrence, and fax/post to the Regional office of the Care & Social Services Inspectorate Wales (CSSIW).

Duties

1. To involve the Service users within the review of the home environment and individual preferences whenever possible.
2. In conjunction with the Head cook maintain information about the Service users individual 'special' dates for example birthdays, anniversaries etc, and provide suitable support to functions e.g. arranging of tables, chairs etc.
3. To ensure that you and your staff under your direction maintain discreet observation at all times in order to safeguard the security, well-being and comfort of the Service users; including the summoning of help in an emergency situation and having an awareness as to the nominated First Aider and Fire Warden for the shift.
4. To assist in providing domestic support to activities for Service users held within the home, including fund raising events such as fetes, barbecues etc. To engage Service users in conversation and remain pleasant and courteous in manner at all times
5. To ensure that you and staff under your direction clean up spillages immediately and/or request help from the cleaning staff if circumstances do not allow you to proceed, e.g. bodily fluids, etc. To clear soiled laundry into appropriate bags and ensure that all waste is disposed of correctly.
9. To be aware of the whistleblowing procedure and be committed to informing the Registered Nurse or Registered Home Manager where the observed practice of your colleagues may be unsafe or inappropriate.
10. To be committed to protecting Service Users from Abuse, neglect, harm, exploitation or discrimination and to receive regular updates & training with regard to the principles and procedures of the Protection of Vulnerable Adults (PoVA) and the 'In Safe Hands' guidance and South Wales Adult protection procedures.
6. This list is not exhaustive and on occasions you may be reasonably directed to undertake additional duties.

Job Descriptions are always subject to review by the Registered Home Manager and any reasonable instruction not contained in the above description must be adhered to.

Employee

Print Name

Date

Signature

Line Manager

Print Name

Date

Signature