



JOB DESCRIPTION

Position Held: Deputy Care Manager

Introduction

Jasmine Healthcare is a privately owned group, which currently operates five care homes for the elderly, with significant expansion plans for the future.

Whilst we aim to be a profitable company and provide shareholder returns, our mission is:

*"By prioritising **our people**, our mission is to provide the **highest standards of care** in our own homes and to improve elderly care in the United Kingdom"*

Job Purpose

To achieve Jasmine's mission in the home you manage, by ensuring all your residents are provided with the highest standards of care, and doing everything you can to develop, motivate, and improve the wellbeing of your staff team.

In addition, your purpose will involve doing everything possible to ensure that your care home makes a positive contribution to Jasmine achieving all its primary objectives:

1. For all our homes to have a Jasmine Compliance Score of over 80% at all times
2. For all our homes to have a team retention rate of over 70% per year
3. For over 60% of all our team to have a Diploma in Care Qualification
4. For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
5. For all homes to have a www.carehome.co.uk Rating of over 9 out 10
6. For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

Whilst always prioritising the above, the job holder must also ensure their home's profitability, in order to maximise the money available to reinvest in improving their home, Jasmine's other homes, and for Jasmine to purchase additional under-performing homes, as part of its mission to improve elderly care in the United Kingdom.

To achieve the specific objectives of the role below.

Objectives of the Job Role

1. Care Plans – Ensure that care plans for rooms [to] are completed within the timescales required by company policy when a service user entering the home, ensure that all care plans are evaluated at least once every calendar month, ensure that the care plan audits always score in excess of 70.0%, ensure that care plan audit action plans are completed within one month of the audit being completed
2. Daily Charts Audits – Achieve audit scores of between 80.0%-100.0% on the daily charts for rooms [to]. Objective scored on a sliding scale i.e. 0% for average score of 80.0% or below, 50.0% for average score of 90.0% and 100.0% for average score of 100% - Ensure these audits always score in excess of 80.0% by completing daily checks of the daily charts



whenever this is not the case and following up any issues identified by these checks (e.g. supervisions, performance management etc.)

3. Medication – Ensure that all staff are fully competent with medication, ensure weekly audits are completed, ensure medication is requested in plenty of time, ensure medication is booked in on a timely basis, ensure all old medication is returned to the pharmacy every month, ensure that the medication audits always score in excess of 70.0% and medication audit action plans are completed within one month of the audit being completed
4. Infection Control, Dignity in Care and Health & Safety Audits – Ensure these always score in excess of 70.0% and their action plans are completed within one month of the audits being completed

Person Specification

Jasmine Values

Job role holder must exemplify the company's values, which are:

1. Passionate about providing the Highest Standards of Care
2. Committed to Training
3. To want to be One Big Team
4. To Communicate Openly, Honestly & Effectively
5. To Have & Reward a Strong Work Ethic
6. To provide a Positive Working Environment
7. To provide a Homely place for our Residents to live
8. To Embrace Change
9. A belief that everyone is an Ambassador for Jasmine
10. To act with Integrity by always doing what we say we will
11. To Care for the Environment

Competencies

- ✿ Leadership skills / Team player
- ✿ Ability to work under pressure
- ✿ Good time management
- ✿ Excellent interpersonal skills
- ✿ Flexibility with working hours
- ✿ Willingness to progress career
- ✿ Good written and oral communication skills

Experience and professional qualifications required

Essential:

- ✿ Relevant Professional qualification (e.g. Registered Nurse or NVQ minimum level 3)
- ✿ Minimum of three years' experience in residential / nursing home setting of which at least one year must be with people living with dementia
- ✿ Awareness of the principles of Person Centred Care Planning
- ✿ Full Driving Licence
- ✿ To ensure knowledge is gained to demonstrate a good understanding of the prevention of abuse of vulnerable adults, recognition of the signs of abuse and procedures to follow in the event of an allegation of abuse

Preferred:

- ✿ Knowledge of National Care Standards Act 2000
- ✿ Experience of supervising staff

Key Tasks and Accountabilities

Working in conjunction with and under the guidance of the Home Manager to:

Management

- ✿ Be responsible for the total management of the home in the Manager's absence when required to do so
- ✿ Create clear and effective lines of communication and working relationships, both within the home and with families, other professionals and agencies involved in the care of residents
- ✿ Attend meetings where appropriate
- ✿ Maintain a safe staffing level at all times whilst minimising agency usage
- ✿ Investigate any incidents, accidents or complaints that arise under direction of the Home Manager
- ✿ Keep abreast of new and developing services in the field of Residential and Nursing Care and particularly Dementia Care to ensure personal professional competency and that of the staff team is maintained

Management of Staff

- ✿ Ensure all staff instil a culture of putting service users' needs first and providing excellent care
- ✿ Ensure staff supervisions for all care staff and ancillary staff are done every two months
- ✿ Ensure that all staff training needs are met and that staff are supported through the supervision process

Relationship Management & Marketing

- ✿ Maintain relationships with internal and external agencies including the local community, General Practitioners, Social Services, District Nurses, the PCT, CQC and other relevant government or local authority departments
- ✿ Assist with marketing the home and maximising occupancy
- ✿ Assist with pre-admission assessments

Service User Care

- ✿ To be competent in being able to fully compile a person centred care plan
- ✿ Together with the Manager and Deputy ensure all care plans are updated and evaluated at least every calendar month or sooner where required
- ✿ With the Manager ensure all care plans are updated and evaluated at least every calendar month
- ✿ Ensure that the individuality of each service user is maintained by developing an awareness of, and, accommodating as far as is possible, their needs and requirements
- ✿ Promoting the overall well-being of service users by ensuring they have access to all outside agencies (i.e. dentist) and maintain contact with their families and friends
- ✿ Ensure that the residents are provided with the highest standard of care and evidence recorded of same

Standards, Policies and Procedures

- ✿ With the Manager ensure all Audit Action Plans are completed within one month
- ✿ Maintain an awareness of the latest professional and clinical knowledge



- ✿ Ensure the safe handling and proper documentation of medicines
- ✿ Assist in ensuring a consistent implementation and monitoring of all the Company's Policies and Procedures

Reporting

- ✿ Ensure the Manager is kept fully informed of all major developments (i.e. staff issues, occupancy, complaints, inspections) at all times
- ✿ Ensure staff are kept fully informed of all new developments in the home
- ✿ Ensure the Manager is kept fully informed of the job holder's concerns, ambitions and development requirements

Job holder's signature

Manager's signature.....

Dated.....