

Support Worker Information Pack Beach House

We need compassionate, proactive, and professional individuals to provide recovery focused support to our clients with complex mental health needs.

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Contents

- 1 Our Teams Need you
- 2 What we do
- 3 Day to day Support Worker duties
- 4 A day in the life of a Support Worker
- 5 Support filling out your application

Our Teams need you!

We need compassionate, proactive, and professional individuals who are highly motivated, hardworking and keen to support service users with mental health and complex care needs. You will provide recovery-focused support to service users in accordance with their support plans and risk assessments. You will have well-honed skills in positive communication and engagement, and will be able to demonstrate unconditional positive regard for service users.

You will have the maturity to work within a positive framework, supporting clients to maintain a healthy state of mental and emotional wellbeing. You will also have the opportunity to plan, alongside members of the service user's circle of support, to enable individuals to be happy, healthy, and successful in achieving their life goals.

You must be willing to actively embrace all aspects of the Recovery Support Worker role including, but not limited to, support with personal care and domestic tasks, as well as supporting individuals to access local resources, educational and social opportunities.

We value the personal skills and interests you can bring to the role and to the lives of the service users we support, such as: sports, arts and crafts, music and cooking to name but a few.

You will be required to work in a flexible manner on a roster basis including evenings and weekends. Previous experience, whilst desirable, is not necessary – what we need most from you is a genuine desire to support individuals in their recovery and a can-do attitude.

In return we will provide you with:

- Comprehensive Learning and Development opportunities - we are Investors in People Silver accredited
- 28 days holiday, increasing with each year of service until 30 days. Plus the option to purchase additional holidays
- Flexible benefit options including, bike to work schemes and season ticket loans
- Competitive Pension and Life Assurance scheme
- Employee Assistance Programme and access to online Health and Wellbeing support
- Flexible working patterns to support work/life balance
- Access to a wide range of discounts including Cinema, Groceries and Gym.



What we do:

Beach House (High supported housing)

The services provide high support housing to service users with enduring mental health backgrounds from West Sussex. The project consist of 8 self-contained fully furnished flats. The projects offer a full rehabilitation package. We aim to support and assess on-going needs of our service users in order to build on their existing skills while learning new ones to gain independence within the community. All service users are allocated a keyworker – a named support worker. Service users are required to fully participate in the process of planning their care, which includes attending a monthly support session with staff; this time is for tenants to discuss any issues or areas of concern they may have or perhaps go out for a coffee, or be supported with a practical task in their flat such as cleaning or laundry.

The type of support we provide is dependent on their needs. We help instil independent living skills in our clients to achieve a move on to less supported living and successfully reintegrating into the community. Alternatively, we may have clients that move on to care/nursing homes that are able to provide them with extra support.

Staffing & rota

We operate a 24-hour rota system, 7 days a week. We have a team of days support workers who work early (8am-4pm) and late shifts (2pm-9:30pm). There is also a waking night support worker team who cover the night shifts (9pm-8:30am).

We are required to have a minimum of 2 staff on shift at any one time. The staff team is made up of four day support workers, one Project worker 1, one Project Worker 2, an Operations Manager and two waking night support workers. The Operations Manager supervise and ensure running of the service. There is also an Administrator who is involved in the finance for the service.

Day-to-day

As a support worker, there's no such a thing as a typical day – every day is interesting and varied. Being a good communicator is essential to be able to get on with people of all ages and from all backgrounds and you will also be liaising with other professionals. At times the job can be emotionally challenging so you have to be prepared, but there is always support available. You will be a valued team member and the support you provide will make a real difference to people's lives.

Staff support service users to manage their medication and together with care teams, and work towards clients managing as much of their medication as possible (to be fully self-medicating).

Here is a list of typical Support Worker daily tasks:

- Meeting with service users for a support session.
- Meeting with service users to review support plans and risk assessments.
- Administering medication and taking part in medication handover.
- Daily record keeping.
- Supporting to fill out forms or to make phone calls.
- Supporting with practical tasks such as housework or laundry.
- Escorting to appointments or meetings.
- Liaise with family and healthcare professionals.
- Go out for coffee or meaningful activities.
- Run group activities.
- Health & safety checks.
- Partake in handovers and team meetings
- Report and keep log of any maintenance issues
- Incident report writing (DATIX)
- Personal care
 - For our service, the majority of personal care tasks are in the form of prompting clients to maintain their personal hygiene. This would be a verbal exchange or creation of a schedule to ensure tasks are being done. As the services are residential, you can expect that there may be an occasional case of incontinence that will require cleaning. Appropriate cleaning materials are on site for if this were to happen. There are no hoists of equipment of that nature, and you will not be required to provide hands-on personal care.

A Day in the life of a Support Worker:

On a normal day, I will arrive at work at 8am, and say hello to residents who are up and about, as well as the night staff who have been on shift. Every shift starts with a handover from the previous staff. We go through all the residents to make sure that they are okay, and concerns raised and their location is known. This is to make sure the new staff on shift are ready for their shift with the information they need to start the day, and that there is always clear communication between all the staff.

At 9am I will start supporting the residents with their medication. Some residents are great at coming to remind you for medication and others need chasing! Medication time is a great time to check in with each of the residents and have a quick catch up. After, there are always a few things going on; whether it is helping residents get money out the safe or reminding people about upcoming appointments and activities for the day.

Each support worker key-works a couple of the residents: you work more closely with these individuals, and do monthly support sessions together. Normally I would do these in a coffee shop

or the garden if the sun was out. Together, you go through different aspects of their life such as their mental health, their living skills and their social contact. Collaboratively you can identify areas to work on and set goals to fulfil their potential. These vary depending on the service user, and could be anything from keeping their room tidier, to joining community groups. The support we provide is person-centred which takes into consideration what the resident values most in their life as part of their recovery and rehabilitation. I would then write up these support sessions and file them.

Throughout the day we keep note on the handover sheet of the service users morning activities. At the end of the shift we then write a summary of the morning for each individual resident. When the late shift staff come in at 2pm for their shift, all this information is handed over to them.

On the late shift, staff continue to finish the tasks for the day, and carry out any activities we may have planned earlier in the day. This includes things like culture club, cooking club, movie night, smoothie group, even any day trips to museums and cinemas. Medication due to be administered in the evening is given, and as it quietens down in the service, I usually catch up on admin I have to do. This entails updating care plans and risk assessments for our residents. I will then handover to the waking night staff who come on shift at 9pm. If it is quiet in the service, I would get creative and ensure an activity is planned to engage our clients in something they enjoy. It also allows time for me to do my training for personal development.