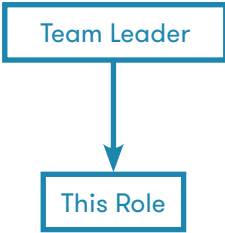


Community Living Assistant

Identifying facts	
Service Sector	Care Provision
Organisational Relationships:	 <pre> graph TD TL[Team Leader] --> TR[This Role] </pre>
Line Manages:	N/A
Qualification Requirement:	Must be willing to attain appropriate SVQ level.

JOB PURPOSE

- To promote the customer's wellbeing, independence and inclusion within their communities by providing one-to-one support in all basic and enabling day-to-day activities.

MAJOR TASKS

- Supporting customers in all basic activities of daily living
- Enabling independence, self realisation and personal fulfilment
- Organising, participating and/or accompanying customers on varied community outings, holidays and appointments
- Administering medication
- Liaising with customer's family/carers
- Record keeping and notifications
- Attending meetings
- Health and Safety

MAIN ACTIVITIES

1. Support customers in all basic activities of daily living

- Assist customers with functional mobility (moving from one place to another) by:

- Transferring from and to a wheelchair, bed, bath, commode, vehicle seat, or plinth. This may involve the use of ramps, hoists or similar equipment.
- Walking alongside the customer/ pushing a wheelchair.
- Providing support on personal care and grooming activities such as shaving, washing face, brushing hair, cleaning teeth, toileting (including sanitary and incontinence aids), and dressing. The degree of support will range from minor assistance to fully assisting the young person/customer in all regards.
- Assisting customers during mealtime, which may include:
 - PEG tube feeding.
 - Liquidising/ thickening food.
 - Help customers (physically to bring the food to their mouths and observe for any signs which may suggest discomfort (e.g.: difficulties swallowing) and take appropriate steps (e.g.: notify family/ carers).
- Assisting customers carrying out physical exercises as per physiotherapists written instructions.

2. Enabling independence, self realisation and personal fulfilment

- Assisting customers and/or performing housekeeping activities (e.g.: doing the laundry, ironing, changing bed sheets, cleaning bathrooms, etc.).
- Supporting customers preparing and cooking food (e.g.: choosing recipe, preparing shopping list, using kitchen appliances, doing the dishes, etc.).
- Assist customers with shopping for groceries or clothing which may imply:
 - Ensuring stores are accessible for customers.
 - Helping customers planning their shopping in accordance to dietary requirements (e.g.: Weight management, diabetes).
 - Helping customers to acquire products online.
 - Assisting customers storing groceries.
- To support customers managing their finances following relevant procedures (e.g.: keeping records, retaining receipts, etc.). This activity may involve:
 - Helping customers creating a budget.
 - Helping customers to keep track of their expenses.
 - Helping customers applying for income benefits.
 - Advising customers on cost of items (e.g.: good value).
- Providing emotional and spiritual support to customers with life limiting conditions (e.g.: muscular dystrophy) and/or at the last stage of their lives. This activity may involve:
 - Sourcing for pastoral care.
 - Assist customers making a will.
 - Arranging customer's funeral according to their wishes.
- Providing information to customers regards educational choices and assist them with inscriptions (e.g.: college course).
- Where relevant, arranging and/or reporting significant faults to relevant authorities, and/or performing minor repairs (e.g.: loose screws, replacing light bulbs).
- Transportation within the community. Operating vehicles to transport customers from and to different destinations.

3. Organising, participating and/or accompanying customers on varied community outings, holidays and appointments

- Developing and organising activities for customers. This activity involves:
 - Asking customers what activities they would like to participate in.
 - Reading care and support plans in order to identify their support requirements.
 - Setting up in writing the objectives/ goals of the activity.
 - Scheduling the activity.

- Arranging transport, booking venue (if required).
- Organising and providing leisure holidays for customers taking into account accessible buildings, local attractions and facilities. This activity may also imply:
 - Arranging the hire of special equipment.
 - Booking/ organising transport.
 - Coordinating the provision of 24h support.
- Ensuring that the individuals' health and safety needs are met during the activity by:
 - Inspecting that they all have the medication they need as specified in their care and support plans.
 - Acting in accordance to the care and support plan and codes of practice (e.g.: administering emergency medication, calling for emergency services).
 - Risk assessing situations, buildings and facilities.
- To actively communicate and interact to young people/ customers either through discussion or by using communication aids (symbols, assistive technology) in order to ensure they are enjoying the activity.
- To use SAFE/CALM instructions or follow behavioural programs in order to address challenging behaviours (if required).
- Assisting customers getting to medical appointments.

4. Administering medication

- Read MAR sheet in order to identify which medication is required, how and when it should be administered and under what circumstances e.g. after eating food, in a discrete manner or a private area.
- Check that all medications and MAR sheets (including vaccination) are up-to-date and amend if required (e.g.: cross a drug off the chart if prescriber has stopped the medicine, add MAR chart in the file for new prescriptions).
- Ask the customer whether they wish their medication or where the care and support plan specifies that they do not have capacity explain to them that you are going to administer medication to them. Take appropriate steps and follow procedures if medication is refused (e.g.: advising the customer, seeking for support from other colleagues, contacting GP or NHS24, notifying team leader).
- Order, collect count and check the customer's medication on a periodic basis.
- Either provide the customer with the medication to self administer where the care and support plan identifies that they do this or administer the medication to them.
 - Administering medication can involve:
 - Providing a pill or liquid to be swallowed and observed as having been swallowed.
 - Giving emergency medication (e.g.: Midazolam in the event of a seizure) in buccal cavity.
 - Administering medication through PEG tube.
 - Placing a mask over a customer's mouth and nose to provide gas (ambu-bag).
 - Rubbing a cream or other ointment onto the skin or ear drops into the ear.
- Record that medication has been administered in writing on the prescribed sheet or where it has been refused record the fact and notify the team leader.

5. Liaising with customer's family/carers

- Communicating with families/ carers in order to share information, tools and resources to better support customers needs.
- Liaising with other health and care professionals in the interest of enhancing the customers' health and wellbeing.

6. Record keeping and notifications

- Keeping accurate records of activities, discussions and observations in a narrative written format. This will include:
 - Activities undertaken by the customer (Activity Reports).
 - Information provided by families of professionals such as clinicians, social workers.

- Organising, chairing and compiling meeting minutes (e.g.: support plan reviews) in order to have a written record of all decisions, timetables, projects, ideas and any other relevant information that has been provided during these meeting.
- Notifying the team leader and other identified individuals (from the care and support plan) of any changes regarding the young people/ customers' health and wellbeing (e.g.: deterioration of the individual's capacities). Such notification may be orally or in writing.
- Conducting dynamic risk assessments (e.g.: individual risks for outdoor activities) by identifying the hazards, evaluating risks and deciding on precautions and recording findings.

7. Attending meetings

- Participating in customer's interdisciplinary team meetings (e.g.: meetings with carers, allied health professionals, teachers, families, etc.).
- Attending regular training and supervision meetings.

8. Health and Safety

- Ensuring that the individuals' health and safety needs are met at all times by:
 - Risk assessing situations, buildings and facilities and identifying sensible measures to control the risks associated with the customer's care and support.
 - Acting in accordance to the care and support plan and codes of practice (e.g.: administering emergency medication, calling for emergency services)
 - Carrying out safety checks on customer's vehicle/ wheelchair/ hoists and ensure regular servicing is carried out (e.g.: scheduling and arranging a service).

THIS ROLE MAY INCLUDE

9. Assisting and supporting less experienced care staff

- To participate in, and generally support, the supervision of new staff members.
- To participate in work-shadowing in order to facilitate the integration of care/support workers in their working environment.
- To ensure less experienced staff have read and understood each individual care and support plan before treating with any of the young people/ customers (e.g.: by discussing procedures).

10. Key working

- Acting as a single point of contact for family and other professionals (e.g.: teachers, allied health) in order to coordinate the individuals' care and support plan across different systems (health care, education, social services, recreation, etc.). This activity is accomplished by a variety of means which may include:
 - Providing families/ carers with information, tools, resources, support and guidance to carry out complex tasks.
 - Enabling coordinated and comprehensive care by ensuring access to, coordination of and delivery of services.
 - Being present at various meetings/ appointments (e.g.: meetings with carers, allied health professionals, teachers, families, etc.).
 - Writing reports on issues such as the individuals' progression, matters affecting their health and wellbeing, evidence on how the individual is being supported, activities they have been involved in, etc. to be used in case reviews and future care and support plans.
 - Coordinating and keeping care and support plans up-to-date which involves organising the customers' care activities and sharing information among all the participants concerned with their care.
 - Creating and implementing risk assessments in order to identify sensible measures to control the risks associated with the customer's care and support.

11. Gastrostomy tube feeding management

- Ensuring safe practice in regards PEG tube feeding and administration of medications via PEG by:
 - Following dieticians' guidelines for feeding and fluid administration.
 - Ordering, setting up and monitor weighs and keeping records (MAR chart).
 - Supporting reviews with dieticians.

12. Catheter care maintenance procedures

- Optimise the customer's catheter care by:
 - Performing bladder washouts in order to prevent catheter-associated infections.
 - Undertaking surveillance on catheter associated-urinary tract infections.
 - Keeping records and reporting any issues to Medical professionals.

13. Bowel management and care

- Assisting customers with bowel management programs or routines in order to minimise the risk of bowel accidents and organise an acceptable time for the bowel to be emptied in a safe manner.

14. Sleepovers/ nightshifts/ Wakened shifts

- To sleep in customers' homes and provide care and support in case of emergency (e.g.: in the event of a seizure).
- To provide care and attention to customers throughout the night in order to ensure they are comfortable and have a good rest. This activity implies:
 - Undertaking regular room checks as specified in the care plan
 - To closely observe for any physical sign which suggest the individual is having sleep problems (e.g.: muscle spasms, breathing difficulties) either in situ or through a monitor
 - To assist individuals who might have difficulties to fall asleep (e.g.: by calmly talking to them, giving them a gentle hand massage)
 - To identify appropriate action in accordance to care and support plan and codes of practice in case of emergency (e.g.: administer medication in case of epileptic episode).

15. Applicable for all roles:

- To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.

