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| **MAGDALENE BECKY OKPARE HEALTHCARE ASSISTANT/ SUPPORT WORKER.**  **Contacts:** +447587736937 beckyomo747@gmail.com **CORE SKILLS:** * Good record-keeping skills
* Communication skill.
* Privacy and confidentiality
* Service user management• Care and empathy
* Good planner & Team player
* Computer skills (Competent in Microsoft Office, including Word, Excel, PowerPoint, Outlook, Teams).

**EDUCATION:Certificate of Higher Education – University of Benin City, Edo State, Nigeria** - **2018**.* **Advanced Level in English Language – Edia College, Benin, Edo State, Nigeria**

**TRAINING/CERTIFICATIONS:** * Level 3 Diploma in Health and Social Care (NVQ 3) - London Professional Training Centre (LPTC) 2024.
* **EXEMPLAR HEALTHCARE:**

Basic and mandatory training for Healthcare Assistants – 2023. Positive behaviour support (PBS) training for Mental Health and Complex Care Service Users & Patients – 2023. * Health and Safety e-learning course.
* Safeguarding adults Level 1 & 2 (Adult Support and Protection).
* First Aid.
* Dementia level.
* Safeguarding children level 1 & 2.
* Moving and handling.
* Fire safety & Food hygiene.
* Risk assessment.
* Infection prevention and control level 2.
* Asthma support.
* Cyber security awareness.
* Dysphagia.
* Epilepsy
 | **PERSONAL STATEMENT**A caring, compassionate, and dedicated individual with ‘hands-on' experience as a healthcare assistant and support worker. My experience involves providing personal care and providing high-quality care for elderly patients in care home settings, whilst ensuring the confidentiality, accuracy, and privacy of the service user. I possess my NVQ 3 and I also possess soft skills in interpersonal and communication skills which is needed to work as part of a team with other staff and service users' relatives. I have a knack for following clear instructions and am skilled in the development and completion of health care plans based on person-centred care and with total compliance to company policies and guidelines **WORK EXPERIENCE****DESIGNATION: HEALTHCARE ASSISTANT AND SUPPORT WORKER** **ESTABLISHMENT: EXEMPLAR HEALTHCARE - LIVERPOOL** **DURATION: JANUARY 2024 – DATE** **Key Duties:** * Supporting Service Users who have Dementia, bipolar disorder, dysmorphic disorder, borderline personality disorder, dissociative disorder, obsessive-compulsive disorder, schizophrenia, Huntington, substance, and alcohol abuse, e.t.c.
* Assisting with Naso-gastric feeding, Catheter care, e.t.c.
* Assisting nurses in administering medication to agitated and unsettled dementia and bipolar disorder service users and other service users with borderline personality disorder, schizophrenia, and Huntington.
* Team working with coordinators and physiotherapists in creating and executing activities for the service users.
* Using the IDDSI Guideline, assisting with feeding and monitoring Service User's dietary and fluid intake to help them achieve health and nutritional daily goals.
* Conferring with multidisciplinary healthcare team to help effectively manage Service User conditions with regular testing and vitals assessments.
* Reporting unusual incidences and urgent circumstances in the Service User’s condition immediately to the supervising nurse.
* Maximizing Service Users’ satisfaction by helping individuals carry out personal tasks such as dressing, personal care, shopping, and walking.
* Developing and maintaining effective working relationships with colleagues, specialists, and agencies who might offer resources, funding, or individual services.
* Handling incidents and recording them as appropriate (ABC Chart & RADAR Chart), considering the impact on staff, service users, and visitors.
* Assisting nurses in the escalation of incidence involving service users with dementia, bipolar disorder, dysmorphic disorder, borderline personality disorder, dissociative disorder, obsessive-compulsive disorder, schizophrenia, Huntington, e.t.c., thereafter record same in ABC Form or where extremely needed RADAR Form.
* Working with the service user to develop, review, monitor and adapt care plans with the Exemplar & Housing Practice lead.
* Act following the provisions of the Data Protection Act 2018 and Information Governance policies in protecting the safety and non-disclosure of Service Users details.
* Complying with legal and regulatory requirements such as provisions set out in the Health & Safety at Work Act 1974.
* Act by Mental Health Act & Exemplar & Housing’s Health and Safety and Safeguarding policies and notify your Senior Healthcare Assistant (Team Leader) if there are any concerns.
* Managing and participating in regular supervision and appraisal and undertaking
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| * Exemplar positive behaviour support level 1 & 2.
* Huntingtons disease.
* Managing observation
* Mental Health Capacity Act & Deprivation of Liberty safeguards (DoLS).
* Mental health awareness.
* Mental health recovery.
* Oliver McGowan.
* Spinal cord injuries.
* Stroke awareness.
* Schizophrenia.
* Radar.
* Diabetes awareness.
* Bed rails.
* Person-centred care.
* Care certificate from exemplar home (available on request)
 | any relevant training appropriate to the role. * Working following CQC Housing policies and operating procedures and those of external regulators or professional bodies.
* Regularly teaching and assisting new HCA by guiding them through getting to know the necessary form they are to fill (Observation, Dietary, Fluid, Input & Output, Oral Care e.t.c.) when on duty.
* Undertaking training & development activities aimed at improving the behavioural well-being of service users.

**DESIGNATION: HEALTHCARE ASSISTANT** **ESTABLISHMENT: GOLD-CARE HOMES (BAUGH HOUSE) SIDCUP, LONDON. OCTOBER 2023 – DURATION: DECEMBER 2023.** **KEY DUTIES** * Working with a support team to assist Residents with behavioural and learning disability issues.
* Assisting Residents with their everyday and personal care needs.
* Providing essential support to Residents.
* Ensuring adherence to health and safety measures in compliance with health policies and guidelines.
* Consulting with the Nurse in charge and working closely with the team to ensure the provision and maintenance of quality service.
* Working as part of a team to achieve set objectives and goals for service delivery.
* Creating lifestyle plans for adults with learning disabilities, working with associated care colleagues and agencies.
* Performing direct care including dressing and assisting with mobility, following internal guidelines and HSE regulations.
* Helping Service Users with their care which includes getting dressed, washing, and eating.
* Involvement with writing residents’ care plans.
* Providing information to family members regarding the care plan.
* Working with other health and social care professionals to provide holistic care.
* Recording and reporting essential information in the residents’ daily reports accurately and immediately (communication systems, care, and health monitoring, accident, and incident reports).
* Administering medication under supervision (as detailed in their individual medication administration record).
* Encouraging residents to get involved with recreational activities and hobbies.
* Giving feedback to health and social care professionals.

**DESIGNATION: NURSE ASSISTANT/CARER** **ESTABLISHMENT: LAGOS STATE PRIMARY HEALTH CARE CENTRE (FORMERLY MERIT CARE CENTRE LAGOS)****DURATION: JANUARY 2018 – AUGUST 2023** **KEY DUTIES:** * Assisted the nurse in charge to observe, administer medication, review care plans, and accurate record keeping.
* Built strong, trusting relationships with patients by providing continuous support and delivering the best possible care.
* Monitored patient progress, and identified, and proactively addressed issues hindering recovery.
* Ensured public areas are kept clean and hygienic by performing routine sanitation tasks.
* Documented care plans, hospital actions, and patient activities in line with best practices.
* Planned future care with patients and families.
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