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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. |