



CARE AT HOME WORKFORCE – North Ayrshire Council Workforce Support

Care at Home Role

The Care at Home workforce have continued to be a vital part of the Partnership's response to the COVID pandemic. Our team of Care at Home Assistants have worked tirelessly in continuing to support the most vulnerable in our communities to remain safe in their own homes throughout what has been one of the most challenging times for social care services. The care at home assistant role is a crucial one, supporting some of the most vulnerable people in our communities and includes for example supporting with various aspects of a person's daily living including support with personal care, continence care, meals and dietary requirements, personal hygiene, medication, mobility and support with rehabilitation.

Our carers normally work a variety of shifts covering across 24 hours on a 4 on 4 off basis, 7 days a week, and there is a requirement for lone working. The Care at Home service provides support throughout North Ayrshire – including on the islands of Arran and Cumbrae, and from Skelmorlie through to Springside. The majority of our Care at Home supports are provided between the hours of 7am and 11pm, however we also have an overnight Care at Home service operational between 11pm and 8am. These services are supported by 24 hour support from the Care at Home management team. The Care at Home service provides supports to adults who have a range of health and social care needs, including adults with physical disabilities, dementia, palliative and end of life care needs, and adults at risk of harm. The service also supports people in our communities to be discharged home from hospital following recent illness and injury. Some supports are also provided to children with various health and social care needs.

Due to current significant workforce challenges, the Partnership is urgently seeking support from across the Council workforce to continue to deliver critical frontline Care at Home supports and we are asking all North Ayrshire Council staff if you have the skills and would like to volunteer to help our service.

Skills/Experience:

- Supporting people in the community/their own home with personal care supports (including continence care, personal hygiene, medication, mobility etc)
- Moving and Handling experience
- An understanding of the needs of different service user groups in the community
- Written and Verbal communication skills
- Ability to join PVG Scheme

Whilst these skills and experience are desirable, they are not essential as the service will offer an intensive fast tracked training programme summarised below which will provide you with the necessary skills you will need to undertake the role. You will also be supported in the role by experienced peers and managers.

Short Term Training Programme (for existing NAC staff only)

- Moving and Handling induction (1-2 days tbc)
- Medication, Skin Integrity, Continence Care and Infection Control (1/2 day)
- Care at Home induction (1/2 day) incorporating ASP training, CAH processes, systems and procedures etc



The Partnership want to hear from North Ayrshire Council staff who are willing to undertake additional hours alongside your contracted role to support our Care at Home service, we can be flexible to accommodate any hours that you are able to offer the service. In addition, there may also be opportunities to be released from your contracted role to be re-deployed into the Care at Home service on a short-term basis. To be considered for redeployment you must seek approval from your line manager. Supporting the service is on a voluntary basis, but all staff volunteering to work hours in Care at Home will be paid for all additional hours worked. All required resources to undertake the role, including training, the issuing of uniform and PPE including COVID testing kits, are provided by the service.

Please consider if you think you have the skills and/or experience to support this crucial service at this time and if you are willing to attend a short intensive training course to prepare you to deliver these services.

If you are interested in supporting please get in touch as soon as possible by contacting Sandra Allan (L & D Adviser, Community Care Services) on sandraallan@north-ayrshire.gov.uk or 07827 823898 who will be in touch very quickly with a follow up discussion and to make necessary arrangements.

Many thanks for considering this request to support your colleagues in the North Ayrshire Council Care at Home Team at this very challenging time.