Name of Service: South Beach House - Care Worker, Relief Care Worker



Introduction to the service South Beach House is registered to provide a care home service to 42 older people. The care home is a detached, extended property set in its own grounds. It is situated on the sea front in a residential area of Ardrossan, close to local amenities and transport links. The 42 bedrooms are single occupancy, 32 of which have en-suite facilities including a shower. Adapted bathrooms for shared use are situated on both floors. Lounge and dining facilities, including a kitchen for residents/visitors, are situated on the ground floor and there is a passenger lift for accessing the upper floor. There is a large garden, as well as two enclosed garden spaces for residents to access.		
Service Accessibility	Wheelchair accessible Parking facilities On 2 levels – stairs and lift	
About the people we support	• Most of the time the people we support can display some stressed and distressed behaviour, have variable capacity, most require some degree of physical support	
	Example	**Frequency**
Service Environment	• Communal areas busy and noisy, particularly around teatim- early evening • Requirement to support/accompany people in the community • Working as part of a team some	• Daily • Weekly • Daily

	requirement for 1:1 contact	
Emotional Wellbeing	• Some people can display agitation, upset, repeating questioning behaviour • Occasionally some people will reach out to make contact in a non-aggressive manner • Providing emotional support	• Daily • Several times a week • As required
Recording of Information	• Frequent recording of health information, diet, behaviour. Tablet and handheld recording devices using voice recording available • Ability to record clear and accurate information	• Several times a day on the job • Daily
Oral communication	• Handover meetings in person • Discussions with family members in person and on telephone and person • Discussions with other professionals e.g. social work, medical staff exchanging information • Keyworker meetings (excludes relief) • Discussion with colleagues across the day	• Daily • Weekly on average • Weekly/fortnightly • Weekly • Daily
Physical Assistance of individuals	• Provide personal intimate care – dressing/undressing. Providing physical assistance to mobilise	• Daily

Physical demands	• Requirement to operate moving and handling equipment – pushing wheelchairs. On your feet for long periods throughout the shift. Providing physical assistance to mobilise	• Daily
Service operation	Service operates 24 hours every day including early and late shifts and public holidays worked in line with a rota which Includes weekends	