

MAY

ROLES & RESPONSIBILITIES OF A HEALTH CARE ASSISTANT

Providing personal care, such as showering, shaving, oral hygiene and dressing

Administering medication

Monitoring health and wellbeing

Maintaining records and reporting any changes

Assisting with meal preparation and household tasks.

Providing emotional support and companionship.

Supporting residents' mental health and well-being.

Helping with everyday life care, such as mobility and meal times.

Supporting people with social and physical activities.

A care worker plays a vital role in supporting people who need assistance with daily living due to age, illness, disability, or other health and social care needs. The main duties and responsibilities include:

Personal Care

Assisting with washing, bathing, dressing, and toileting.

Helping with grooming, oral hygiene, and continence management.

Support with Daily Activities

Helping clients prepare and eat meals.

Assisting with mobility, including moving around the home or going out.

Supporting with medication, under guidance or supervision.

Emotional and Social Support

Providing companionship and emotional reassurance.

Encouraging social interaction and participation in activities.

Household Tasks

Light cleaning, laundry, and helping maintain a safe and clean home environment.

Shopping or accompanying clients to appointments.

Monitoring and Reporting

Observing and reporting changes in health or behaviour.

Escalating health and well-being concerns in a timely manner to the appropriate professionals.

Using your professional curiosity to identify concerns.

Keeping accurate records of care provided.

Promoting Independence

Encouraging service users to do as much as they can for themselves.

Supporting them to live with dignity and choice.

What is Professional Curiosity?

Professional curiosity is the proactive approach of:

- **Noticing subtle signs** that something may be wrong or out of the ordinary.
- **Questioning inconsistencies** or vague answers.
- **Seeking clarity** while remaining respectful and empathetic.
- **Not making assumptions** and not taking everything at face value.

It is about being *respectfully inquisitive* to better understand a person's situation, especially when they may be vulnerable or unable to express concerns directly.

Why It Matters in Care Work Safeguarding Adults and Children

Abuse and neglect can be **hidden** or **disguised** by both victims and perpetrators.

A professionally curious care worker might notice:

- Sudden changes in mood, behaviour, or hygiene.
- Injuries with inconsistent explanations.
- Unusual control by family members or visitors.
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This curiosity prompts **timely reporting and intervention**, potentially preventing harm.

Understanding the Whole Person

Professional curiosity helps workers:

Understand the **underlying reasons** for behaviour (e.g., aggression stemming from unmet needs).

Tailor care plans more effectively.

Promote **autonomy and dignity**, rather than just meeting surface-level needs.

Challenging Norms or Group Think

It empowers care workers to **speak up** when something “doesn’t feel right,” even if others ignore it.

Encourages **multi-agency working**, where concerns are escalated or shared appropriately across teams or services.

Legal Framework Governing Care Workers

Duty of Care

Definition: Care workers have a legal obligation to always act in the best interest of the person they are supporting.

This includes **preventing harm, avoiding negligence**, and acting competently within the scope of their role.

Breach of duty can lead to legal consequences, including civil claims or disciplinary action.

Confidentiality (Data Protection Act 2018 & GDPR)

Care workers must protect **personal and sensitive information**.

Sharing information is only permitted with **proper consent** or under **legal obligations** (e.g., safeguarding concerns).

Care workers must follow their organisation's **data handling policies** and keep records secure and accurate.

Safeguarding Adults and Children (Care Act 2014 & Children Act 1989)

Care workers have a legal duty to **recognise and report signs of abuse or neglect**.

They must follow the **safeguarding policies** of their employer and may be legally required to report to local authorities.

Failure to act can result in disciplinary action or criminal liability.

Health and Safety (Health and Safety at Work etc. Act 1974)

Care workers must:

Work in a way that **does not endanger** themselves or others.

Use **personal protective equipment (PPE)** appropriately.

Report **hazards, accidents, or unsafe practices**.

Employers are also legally required to ensure safe working conditions.

Mental Capacity Act 2005

Care workers must assess whether a person can **make their own decisions**.

If a person lacks capacity, decisions must be made in their **best interests**, following a set of legal principles.

The use of restraint or restrictive practices must be **justified, proportionate, and legally compliant**.

Medication (Misuse of Drugs Act 1971 & Medicines Act 1968)

Care workers must follow clear protocols when supporting someone with medications.

They must:

Be properly **trained and competent**.

Never administer medication unless authorised by policy and training.

Record administration accurately.

Equality and Anti-Discrimination (Equality Act 2010)

Care workers must treat people **fairly and without discrimination**, regardless of race, gender, disability, religion, age, or sexual orientation.

They must promote **inclusion** and **respect individual rights**.

The admin responsibilities of a care worker

Admin responsibilities are crucial for the safety and care of the customers. High-quality admin can also be used to improve and promote better care. And detailed note-taking will further serve to record the hard work that staff are undertaking.

Admin responsibilities can include:

- Attending staff meetings
- Filling in weekly timesheets
- Maintaining care records
- Recording medication administration
- Attending training sessions
- Monitoring any issues that are ongoing
- Recording any incidents / accidents

Working as a care worker requires you to keep on top of all your many responsibilities, but these responsibilities are ultimately a privilege to undertake, because they're helping someone to lead a comfortable life. The rewards that come with this work are unlimited and you'll see how family members put their faith in you with their loved ones and the peace of mind it brings them to know you're there.

We would like to take this opportunity to thank all our employees for their continued hard work and dedication.





