



April Richardson - Associate

Personal Profile:

Associate at LOD Care and Case Management Ltd.

Both my experience of leading a Care Team and working as a Relevant Person Representative have enhanced my existing passion for exceptional, compassionate person centred care and advocacy for all of those I care for or represent. I strive to do all in my power to ensure those I support are treated with fairness, dignity and respect; with their care needs and overall quality of life taking priority.

I bring my compassionate and determined mindset to all that I do; building rapport easily with clients, managing my workload logically and effectively with a discerning eye for detail.

Experience:

- Care Team Leader
- Relevant Person Representative
- DoLS Advocacy
- Traumatic and Acquired Brain Injury
- Cerebral Palsy
- Alzheimer's and Dementia
- End-of-Life

Training:

- Care Planning & Risk Assessment
- Safeguarding of Vulnerable children & adults
- Deprivation of Liberty Safeguards
- Medication Administration and Control
- Supervision and Management
- Disciplinary and grievance handling
- Fire Awareness
- Health and Safety
- Infection Control
- Manual Handling
- Emergency First Aid
- RIDDOR

Background:

I have worked in the Health & Social Care industry since 2012, in various roles including;

- Care Team Leader & Support Worker
- Relevant Person Representative
- Dental Nurse
- Care Home Assistant

Throughout my most recent profession as a **Team Leader**, I coordinated and managed a team of support workers to deliver a high standard of care to our client, who has an acquired brain injury and right sided hemiplegia.

Being an effective communicator enabled me to succeed within this position; I built and maintained trusting relationships between colleagues, my client and her family to create a fully functioning, reliable team. With such foundations, I could approach and handle sensitive content diplomatically to stimulate change for my client, as well as communicate with all team members with a sense of mutual respect- aiding in the delivery of results. I really enjoy engaging with others and believe this is a key skill that enabled me to manage my team effectively. As well as this, my position as Team Leader required a high level of organisation to maintain a smooth working environment. I often managed several complex tasks and projects to conclusion, understanding the importance of planning and prioritising my workload pragmatically to ensure successful outcomes.

I was responsible for the following:

- Arrangement of supervision sessions and team meetings
- Liaising with professionals and organising therapies & treatments
- Scheduling rota's
- Formulating Support/ Care Plans and Risk Assessments
- Banking and cash management
- Organising staff training programmes to develop skills
- Stock control
- Record management
- Implementing legislation
- Personal Care

I worked to improve my clients' wellbeing through maintaining a "round the clock" care team for the first time; organising new and increasing current therapy-based activities such as massage and hydrotherapy; gaining the trust to organise and take my client away on several holidays; improving my clients physical and mental abilities through implementing

exercise and life skill programmes; finding suitable educational placements; increasing my clients scope of freedom through implementing home-life changes and building upon her independent abilities.

Previously in my role as a **Relevant Person Representative**, I Supported clients who were subject to a Deprivation of Liberty Safeguard (DOLS) under the Mental Capacity Act 2005. My responsibilities involved promoting my client's rights, liberties and freedoms through maintaining regular face-to-face contact, checking documentation and liaising with care professionals. I would ensure my clients were safeguarded by implementing change, triggering reviews, using the organisations complaint procedure on my client's behalf, and making applications to the Court of Protection. My duty was to ensure that the voices of the vulnerable were recognised and that their care needs were met to a standard of excellence. I pride myself in having made real and meaningful change to the quality of life of my clients, through purposeful advocacy for their welfare and rights.

This role ignited my passion for advocating for people's rights and broadened my understanding of the complex situations that can potentially lead to neglect and suffering. I also gained an in-depth knowledge of The Mental Capacity Act 2005; a knowledge which inspires the decisions I make today.

As well as the above, I have first-hand experience of caring for a range of individuals as a **Support Worker and Care Assistant**. Some of my clients included those with quadriplegic cerebral palsy, complex needs, Alzheimer's, Dementia and those who were non-verbal. These positions gave me an in-depth understanding of how certain conditions can affect people and their livelihoods, and gave me valuable experience in how best to support people and their families throughout the process. I believe having this experience gives me an understanding of the physical and emotional challenges individuals, families and care workers face, enabling me to cater my working style with the needs of all considered.

I am pleased to be able to draw on my existing knowledge and experience to ensure I provide the very best service to meet the intricate needs of my clients as an Associate Case Manager.