



**Royal Star  
& Garter**

Care with courage



# Dementia Care Manager - High Wycombe

Candidate information pack





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# Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter.

Since I joined this fabulous charity in August 2009, I have been amazed and humbled by the passion and dedication of every member of staff. Our teams in our three Homes are nothing short of exceptional in the care they deliver, while our teams in Central Services provide unrivalled support.

I am looking for someone really special to join our Dementia families. My ideal candidate will be someone passionate and confident in providing exceptional dementia care to the amazing veterans that we support and provide hands-on support to the staff. Someone who is willing to embrace and promote the RS&G model of care. It is a role that will suit a Registered Nurse who is driven and motivated. Has the courage to go the extra mile for the residents.

We strive to live our values in everything we do and we want the people who join us to do the same. We are committed to investing in our staff – in skills, behaviours and well-being. We have a comprehensive training offer for our staff and your continued professional development is important to us. We are looking for people who share our values, people with passion and dedication who want to work as part of a team, and people who want to make a difference to others. If this is you then I look forward to receiving your application.

Reggie Ballos  
Home Manager

## The role at a glance

Title: Dementia Care Manager

Location: Royal Star & Garter,  
Hughenden Avenue, High  
Wycombe, Buckinghamshire,  
HP13 5GG

Reports to: Home Manager

Hours: 37.5 per week, full time

Salary: £48,000 to £50,000

More information:

[usha.nair@starandgarter.org](mailto:usha.nair@starandgarter.org)



# Job description

**Purpose**

The Dementia Care Manager is accountable for the effective planning and delivery of the highest quality care and service to residents living in the Home, in accordance with the charity's Care Strategy and Values.

- Key responsibilities**
- To lead by example to both direct and indirect reports.
  - To be responsible for all aspects of the nursing and care team's practice, ensuring continuous improvement to maintain excellence in resident care, using appropriate tools such as QUIS observations and clinical & wellbeing audits.
  - Promote the reputation, culture and ethos of the charity as a quality provider of excellent care and customer service.
  - Manage the nursing, care and support teams including the effective allocation of resources, effective rostering (via the Rostering & Holiday System) and appropriate use of Agency staff.
  - Develop the nursing, care and support teams to be high performing through recruitment & selection, probationary periods, supervisions, appraisals and performance management (including proactive management of absence). Identifying and developing those most talented.
  - To be responsible for regulatory compliance, clinical governance, risk management and assurance for the assigned houses in accordance with appropriate legislation and guidance stipulated by the CQC, other regulatory bodies and the charity.
  - To promote and ensure compliance with the charity's policies, practices and guidelines (including, but not limited to; care, people, finance, data protection and health & safety).
  - Management of all aspects of resident care; assessment, admission, transition, concerns and conflict resolution in a person centred approach.
  - Build effective relationships with families and visiting health professionals to work in partnership to support the resident, creating opportunities to engage in a variety of ways.
  - Share best practice with colleagues across the Home to ensure the consistent and collective delivery of excellent care. Encourage a learning culture and growth mind-set amongst colleagues.
  - For Dementia: manage the use of DOLS, ensuring any application is appropriately applied in accordance with the Mental Capacity Act, Safeguarding and the charity's policies.
  - Maintain personal professional currency, seeking development opportunities and engaging fully with the learning opportunities provided by the charity.
  - To undertake any reasonable management request.

## To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team to [usha.nair@starandgarter.org](mailto:usha.nair@starandgarter.org)

# Person specification



## Essential behaviours / characteristics

- Demonstrate warmth and understanding of older people with disabilities and physical care needs and, those living with a dementia drawing on high level of emotional intelligence.
- Act as an advocate for residents and staff, pro-actively seeking solutions to problems
- Excellent communication skills with the ability to engage and inspire at all levels.
- Flexibility of approach and a willingness to innovate and embrace new approaches.
- Sufficient degree of IT literacy to use and champion the use of the charity's IT systems.

## Essential experience

- Proven ability to provide clinical and management supervision to Registered Nurses and Care Staff including continuous improvement of practice and addressing performance issues
- Experience of delivering a person-centred approach
- Demonstrable experience of continuous personal professional development

## Desirable experience

- Experience of managing a budget



## Mandatory requirement

In line with the amendment to the Care Act the successful candidate must be Covid-19 double vaccinated

## Our values

A stylized cross logo with a central cross, surrounded by a circular border with small triangles, and a vertical element at the bottom with three dots.

## With love

A stylized cross logo with a central cross, surrounded by a circular border with small triangles, and a vertical element at the bottom with three dots.

We carry out our work with love, care and compassion.

## Living positively

A stylized cross logo with a central cross, surrounded by a circular border with small triangles, and a vertical element at the bottom with three dots.

We are optimistic in everything we do, supporting veterans and their partners in leading happy, fulfilled lives.

## As a family

A stylized cross logo with a central cross, surrounded by a circular border with small triangles, and a vertical element at the bottom with three dots.

We work and live as one team, one family, one community.

## Standing in their shoes

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We show admiration and respect for people and never forget what they have done.

## Take courage

A stylized cross logo with a central cross, surrounded by a circular border with small triangles, and a vertical element at the bottom with three dots.

We are not afraid to do what is right and what is needed.

# Offer



## Although we are a charity we offer a generous package

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- Salary of £48,00 to £50,000 per annum (full time)
- 37.5 hours per week (Monday to Friday)
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Two months full occupational sick pay, 1 month half pay before statutory sick pay
- Access to appropriate professional bodies and payment of membership fees after 6 months of employment
- Learning and Development – fully funded opportunities to support you in your role

# About us



## Our mission

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Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

## Our care

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We provide loving care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project later this year.



# About us

## Our future

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Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

## Our knowledge

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We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

## Sharing our experience

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We are passionate about innovation in our care to improve the lives of veterans and their partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.



# Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist nursing and dementia care in comfortable surroundings, where the focus is always on the individual.



# High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and well-being of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.



# Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' well-being in mind.

