



**Royal Star  
& Garter**

Care with courage



# Healthcare Assistant (Days)

Candidate information pack





**Royal Star  
& Garter**

Care with courage

# Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter.

I am looking for someone really special to join our Care Team. My ideal candidate will be someone passionate about providing high quality care to the amazing veterans that we support. It is a role that will suit an individual who is driven and motivated, with 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.

Jamie Stubbs  
Home Manager

## The role at a glance

Title: Healthcare Assistant

Location: Royal Star & Garter,  
Tudor Coppice, Monkspath Hall  
Road, Solihull, B91 3DE

Reports to: Lead Nurse

Hours: 37.5 per week, full time  
worked as 3 x 12.5 hour shifts

Hourly rate: £12.03 per hour  
(starting rate)

Contract: Permanent

More information:  
[solihull.jobs@starandgarter.org](mailto:solihull.jobs@starandgarter.org)

# Job description

Purpose

- Deliver the highest quality care and support to residents to enable them to live their lives to their fullest potential.
- Wherever appropriate to do this *with* residents not for them, enabling engagement in meaningful activity and maintaining independence for as long as possible

Key responsibilities

- Assist residents to attain their full potential in their activities of daily living, recognising and enabling their choices
- Promote independence and empower residents
- Assist residents with personal hygiene, appearance, mobility, food and meals in accordance with their Care Plan
- Ensure accurate record keeping including physical and emotional well-being and resident choices
- Actively encourage and enable engagement with personal and group activities
- Actively participate in supervision and appraisal using it to support your personal development
- Work in accordance with all relevant legislation, codes of practice, policies and procedures
- Undertake other duties as may be requested from time to time, consistent with the nature of the post.
- Maintain a high degree of confidentiality at all times.

## 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 [solihull.jobs@starandgarter.org](mailto:solihull.jobs@starandgarter.org)

# Person specification



## Essential behaviours / characteristics

Demonstrate warmth, compassion and understanding of older people with disabilities and physical care needs and, those living with dementia

Willing to go the extra mile to enable our residents to live their best lives  
Flexible, adaptable, positive and proactive with a 'can-do' attitude

Good spoken and written English

A commitment to personal and professional development  
Committed to our mission, values and to enabling outstanding care for veterans

---

## Essential experience

Physically fit and able to use necessary equipment include wheelchairs and hoists

Computer / IT skills to at least basic level

## Desirable experience

NVQ Level 2 (or equivalent) in Health & Social Care or willingness to work towards achieving this

Experience of and genuine desire to work in care of older people/ people with disabilities / dementia care



**Mandatory requirement: Enhanced DBS Check**

## Our values



## With love



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

## Living positively



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

## As a family



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

## Standing in their shoes



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

## Take courage



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

# Offer



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

---

- Salary of £12.03 per hour (starting rate)
- 37.5 hours per week, across two-week fixed rota including weekends and bank holidays
- Over time paid at time-and-a-quarter
- Paid break
- 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)
- Ten weeks full occupational sick pay, before statutory sick pay (after 1 year)
- 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

---

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

---

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

---

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

---

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

---

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.

