

# ASHILLA FINCH

## HEALTHCARE ASSISTANT/SUPPORT WORKER

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### PROFESSIONAL SUMMARY

Patient- focused, industrious and self-motivated Healthcare Assistant with vast experience caring for both elderly and children with learning and physical disabilities. Highly organized and skilled at balancing the needs of service users in both medical and personal capacities. Adaptable professional who can effectively multitask in challenging situations and meet critical deadlines. Adapt at facilitating patient movement, daily care support, plan nutritious and healthy meals for the service users. Organize daily activities to encourage health and mental wellness of service users.

### EDUCATION & CERTIFICATIONS

- Caredemy Care - Certificate and First Care certificate from Caredemy Online.
- Zimbabwe Institute of management- customer care and public relations **04/2024**
- Commercial Studies Centre- Secretarial course **01/1991 – 08/1991**
- Thornhill High School – O Level 1990
- Pitman Examinations institute - **Office practice, English for business and typewriting 1991**

### SKILLS

- Emergency Care
- First Aid and Cpr
- Meal Preparation
- Records Management
- Mobility Assistant
- Relationship Establishment
- Medical Needs Assessment.
- Safeguarding Children & Adults.
- Patient Record Keeping.
- Care Plans.
- Person Centred Care.
- Catheter care
- End of life care
- Risk assessment
- Medication monitoring
- Analytical and Critical thinking
- Multitasking Abilities
- Good communication skills
- Interpersonal skills
- Fluids and Nutrition
- Basic life support
- Vital signs check

### WORK HISTORY & EXPERIENCE

#### CIMAS MEDICAL CENTRE

#### HEALTHCARE ASSISTANT/SUPPORT: Aug 2022 - Date

##### RESPONSIBILITIES:

- Caring for patients with chronic illness patients, Autism, tube feeding management, Tracheostomy suctioning, Catheter care, Dementia and Alzheimer's disease, bowel care, Spinal injury, brain injury, Stroke, Parkinson's disease, vulnerable adults, diabetes, and frail elderly patients.
- Caring for 25 patients, ensuring each receives dedicated support and attention based on their care plans with 99% patient satisfaction score.
- Providing compassionate care to elderly patients with chronic health conditions.
- Engaging patients and their families and developed trust, achieving a 97% patient satisfaction. Assisting people with autism in various daily activities like personal hygiene, meal preparation, and transportation; implementing behaviour intervention plans, offering emotional support, facilitating communication.
- Turning and repositioning routine for bedridden clients that led to 70% reduction in reported bedsores and applied safe transportation techniques to transfer clients between rooms ensuring 0% incidents.

- Gastrostomy tube feeding patient care and toileting assisting patients from wheelchair to commode chair, bed pan care etc.
- Responsible for cleaning and tidying the service user's room and doing laundry simultaneously.
- Ensure that a safe environment is provided for the service user by monitoring their surroundings for hazards such as fire hazards or tripping hazards.
- Prepare nutritious, delicious meals that received 80+% positive service user's feedback.
- Engage the service user in social activities, such as playing games, taking walks, or having conversations.
- Uphold safety and hygiene standards to reduce incidents and accidents by 80%.
- Improving 60% satisfaction ratings by providing faultless personal care.
- Administering medication and kept comprehensive records.
- Maintaining a 100% clean driving record while running daily errands for service users including shopping, prescription collection, and other personal errands as and when required.
- Monitoring patient health, behavioural and physical changes, promptly reporting concerns to ward supervisor.
- Measuring and recording patient temperatures, pulse, respirations and weight throughout hospital stay.
- Documenting care plans, hospital actions and patient activities in line with best practices.
- Obtaining current medical information, weight, height and vital signs to aid care planning.
- Chartering patient information related to vital signs, pain management and daily inputs and outputs.
- Providing comprehensive personal care, offering ADL and mobility assistance to support comfort and dignity.
- Changing bed linen and washed patient clothes regularly, maintaining proper hygiene standards.
- Positioning and transporting patients in wheelchairs or on movable beds and turning patients every 2 hours to prevent bedsores.
- Changing and reapplying dressings on patient wounds and injuries for optimum healing.
- Maintaining excellent patient relationships by going the extra mile to attend to their needs and provide ongoing support.
- With extensive knowledge of health care services, is highly experienced in the delivery of individual care plans whilst working in conjunction with community teams.
- Working in frail care with end-of-life care, palliative care, bowel care, nasogastric tube feeding, chronic illness and catheter care.
- Responsible for cleaning and tidying the service user's room and doing laundry simultaneously.
- Ensuring that a safe environment is provided for the service user by monitoring their surroundings for hazards such as fire hazards or tripping hazards.

### **HOME BASED CARE – LIVE IN CAREGIVER: Jan 2021 – July 2022**

#### **RESPONSIBILITIES:**

- Suctioning elderly care patients and feeding patients with nasogastric tube feeding.
- Maintained accurate records of patient care, condition, progress, and concerns.
- Responded appropriately to the physical, emotional and developmental needs of patient.
- Assisted patient with bathing, oral hygiene, grooming, feeding, and elimination.
- Helped patient move in and out of beds, baths, wheelchairs, and automobiles.
- Followed safe lifting techniques and individual resident lifting instructions.
- Reported any unusual circumstances in the patients' condition or environment.
- Collects patient specimens and data, including vital signs, input/output, and other delegated measurements.
- Answered call lights and aided in patient comfort and safety by adjusting beds, lights, bed rails, pillows, patients' clothing and bedside tables/equipment.

### **HELPING HANDS OLD PEOPLE'S HOME: HEALTHCARE ASSISTANT: April 2019 - Dec 2020**

#### **RESPONSIBILITIES:**

- Performed direct patient care aimed at increasing comfort, psycho, social and spiritual well-being by providing assistance with personal hygiene, physical comfort, nutrition, elimination, prevention of skin breakdown, rehabilitation and safety.
- Assisted with personal care: bathing and grooming, dressing, toileting, and cooking, exercises.
- Maintained professional relationships and adhered to all procedures and regulations.
- Maintained confidentiality of information and worked with chronic illnesses patients, stoma care, autism care and Parkinson's disease care.

- Caring for tube feeding patients, elderly care, diabetic patients, palliative care, tracheostomy care and bowel care.
- Work with numbers of patients including elderly care and end of life care patients.
- Provide direct care and assistance to the service user with activities of daily living.
- This may include elements of personal care, transfers, and feeding.
- Offer emotional support, addressing both the social and emotional needs of the service user.
- Perform medication administration and monitor health status to reduce health complications.
- Maintain positive relationships with individuals, families and other healthcare professionals.

### ○ **OTHER WORKING EXPERIENCE**

- Multi Manufactures- Personal Assistant 03/2009 – 02/2019
- Ecoweb - Secretary 06/2003 – 02/2009
- Rensburg Investments- Receptionist 09/1991- 04/2003

## Awards and Achievements.

- Achieved the highest patient satisfaction scores amongst the staff, and consistently received positive feedback from patients and their families.
- Recognized by management for efficient workflow and quick response times.
- Introduced social/emotional support to improve service user's morale, gaining positive feedback with 99%
- Implemented risk management initiatives that reduced the chances of incorrect medication administration.
- Assisted in the implantation of a computerized patient management system.
- Reorganized the rooms setting which increased the mobility level of the service users.

## ADDITIONAL INFORMATION

- Valid Passport
- Valid Driver's License
- COVID Vaccination Certificate
- \* Valid Police Clearance
- \* Valid Tb test Certificate
- \* IELTS UKVI Certificate

## REFERENCES

- Available upon request