



YOUR PLACE & SPACE IN THE COMMUNITY

Candidate Information Pack



Registered Manager



Tel: 01573 224886

E-mail: info@qmecare.org

Web: www.qmecare.org

Angraflat Road, Kelso, TD5 7NS



Welcome

Hi, I am Kelly Brown CEO of QME Care, and I am truly delighted you have requested a copy of our Candidate Information Pack and for showing an interest in our Registered Manager vacancy.



Innovation and acting differently is at the heart of our strategic vision along with our approach to the care of our Residents. Our philosophy is unpretentious, warm and caring.

We support our residents in a person-centred approach by focussing on their overall wellbeing. Our culture is inclusive, set entirely around our values which includes providing the very best accommodation, excellent food, stimulating activities, good conversation and upholding the rights of everyone especially our Residents' and their closest relatives or friends'.

QME Care works within the independent sector caring for older people in our society. We are also a not for profit social enterprise with charitable status.

We encourage the involvement of our local community and undertake research into dementia through the development of our specialised dementia care house.

Our houses include Queens, Murray and Evanthea with a total of 59 beds all situated on the same site.

I hope you find this brochure informative and engaging and I look forward to receiving your application.

With best wishes and warm regards.



Live | Work | Rest | Play

QME Care sits in the heart of the beautiful, picturesque country market town of Kelso. Located at the junction of the Rivers Tweed and Teviot we boast a rich history, stunning architecture and a vibrant community. Peaceful yet lively too and well positioned to enjoy the heritage of our capital city Edinburgh whilst embracing the splendour of the Scottish Borders.

The lively programme in the town reflects the predominantly agricultural community with the Border Union Agriculture Show, and other farming events. Famous for its Racecourse and Floors Castle which is Scotland's largest inhabited house.

We boast five of the best performing schools within the Borders. Kelso High School was rebuilt in 2017 on new grounds with state-of-the-art facilities close to QME Care on Angraflat Road. The town is well served with Sainsburys and Lidl Supermarkets, local delicatessens and artisan shops.





Our Houses | Queens, Murray & Evanthea

Since 1954 Queens House Kelso has been providing the highest standards of residential care for elderly people living in the Scottish Borders. We are rightly proud of the reputation we have earned within our local community and surrounding area.

We are a charitable organisation that was formed to help people live happier, independent and fulfilled lives. Our Mission, Vision and Values are the foundations from which our five-year strategic plans are built upon. As we approach the end of our five-year plan you will be able to be at the forefront of the next five years, helping us innovate, shape and influence.

Our houses were designed and constructed to accommodate and provide the features required in a modern nursing home, with 59 single ensuite bedrooms all located at ground floor level for ease of access. We are fortunate to be serviced by a central Kitchen and in-house Laundry and each house has an open plan light filled room with a modern contemporary kitchenette where we serve our Residents homemade dishes from locally sourced food. The joy of the changing seasons can be readily seen along with our beautifully well-maintained gardens and if you're lucky you might just catch a glimpse of our 'resident' ducks or hear one of our residents playing a merry tune on the piano.

Queens House provides general nursing care in a residential setting; Murray House is our specialist dementia unit and Evanthea House provides care for people with complex physical and behavioural needs and includes specialist respite care.

In June this year and in true 1950s style we celebrated 70 years of award-winning Specialist Nurse Care, and you could be part of the next chapter in the life and work of QME Care if you share our values



Our Values



Benefits of working at QME Care

6 weeks annual leave plus 4 additional days for the festive holidays increasing by one additional week after 5 years employment with us.

6% employer contributory pension scheme.

A comprehensive Employee Assistance Programme with services which extend to include but not limited to:

Face to Face Counselling Services

Crisis Assistance

Family Advice Line

In House Debt and Financial Information

Online Health and Wellbeing App

Medical Information Line

Free onsite parking, uniform and subsidised meal provision with daily menu options.

Aviva Group Life Cover & Aviva Wellbeing [DigiCare] with annual health checks, Digital GP, Second Medical Opinion and Mental Health Consultations.

A Commitment to Training and Development and your own Continuous Professional Development



The Role

As our Registered Manager, you will always ensure the highest of regulatory compliance, care standards, health and safety and financial viability across our building-based nursing care setting.

Providing consistent robust management and leadership for all team members.

You'll manage and work closely with our Assistant Care Managers and Nursing team to create and maintain a professional, warm, and caring environment in which our Residents, their families, and others feel engaged, informed, and fully included through the period of their stay with us and beyond.

You'll describe yourself as an exemplar and an effective communicator.

Reporting directly to our CEO you'll hold a primary role within our treasured and award-winning organisation. Importantly you will deal directly with our residents' families, wider social networks, the Care Inspectorate, QME Care SMT and other MDT professionals.

An Equal Opportunities Employer

We welcome applications from all sections of the community regardless of gender, religion, beliefs or non-belief, marital status, race, colour, nationality, age, ethnic origin, sexual orientation, or disability. We are committed to a work environment which best supports and promotes, encourages and inspires and which respects and values a multicultural society.

Please let our team know if you need any assistance completing our Application Form or if you require an alternative way to submit your application or would like to complete it in a different format. Similarly, please let us know if you need reasonable adjustments for the interview and presentation.



Job Description

RESPONSIBLE TO: Chief Executive

RESPONSIBLE FOR:

(i) Effectively leading and managing the following team members: Assistant Care Managers, Nursing, Care, Office, Kitchen, Activities, Housekeeping, and Maintenance.

(ii) Finance and effectively managing a budget.

(iii) Ensuring all personnel provide a high quality person-centred autonomous service.

(iv) Consistency, Clinical Governance and Regulatory Compliance and Reporting.

(v) Health and Safety.

(vi) 3 Houses Queens, Murray and Evanthea and a total 59 beds.

(vii) Effective Communication, Confidentiality, Discretion, Data Protection and Safeguarding.

(viii) Providing on call and actual Care Home cover.

LATERAL RESPONSIBILITIES

(i) Family Members and persons of responsibility who care for a Resident.

(ii) Wider Social Community

(iii) Care Inspectorate

(vi) SSSC

(vii) Executive Team.

SCOPE & GENERAL PURPOSE

To effectively manage a team of people so that they provide a health care leadership service which meets both the highest of regulatory compliance together with our exacting standards.

To act as an 'exemplar by effectively leading the teams within each house in line with our innovative care model.

To be the clinical lead for QME Care. To ensure the home is run smoothly and efficiently 7 days per week 365 days a year by partaking in a planned working pattern including evenings and weekends.



MAIN DUTIES & RESPONSIBILITIES

- To be responsible for the overall leadership and supervision of all staff over our 3 units - Queens, Murray and Evanthea House.
- To be the Care Inspectorate Registered Manager for our 2 Care Home registrations.
- To ensure robust professional leadership to meet and exceed the expected standard to our regulators, residents, and relatives.
- To co-ordinate the assessment, supervision, and training of staff while working closely with training manager.
- To take responsibility for maintaining our extremely high care standards within our houses and lead the QME team in fulfilling our requirements in care, health, and wellbeing and auxiliary services to support the service functions.
- To ensure our residents are always treated with dignity and respect and perform within our Nursing Care Model Approach, which focusses on the resident being the director of their care and working in a way that is innovative and non-institutional.
- To support the facilitation of student placements, work opportunities and volunteering as appropriate and act as the lead assessor and placement validator for nursing students.
- To work closely and in full collaboration with the Executive Team to ensure the smooth, safe, and effective running of the houses.
- To take direction from the Chief Executive on the organisational strategic vision and direction of care.
- To ensure that our organisational vision is disseminated to all team members in a positive and motivational manner.
- To work with the Business and Finance Managers to coordinate the management of the houses waiting list, liaising, and working closely with the nursing team to ensure appropriate placements over the 3 units dependant on their needs.



- To supervise and audit the keeping of accurate records of resident care and home maintenance.
- To effectively chair and engage meaningfully with the residents' family meetings, ensuring this is managed, planned and is productive to ensure inclusivity and positivity while always exploring new ways of engaging as appropriate.
- To maintain individual care records for each resident including social history, personal assessment, notes of reviews and continuing care plans.
- To take responsibility and work with the team to ensure holistic care planning is in place which are audited on monthly.
- To work closely with the nursing team to support the clinical needs of our residents as well as the care and wellbeing needs being delivered by the Health Care Support Worker teams.
- To engage meaningfully and promote the work of the activities and wellbeing team to enhance and enrich our resident's wellbeing.
- To undertake responsibility for the safe custody of residents' belongings and oversee the bookkeeping and financial expenditure of the home alongside the Business and Finance Managers by managing the budget for each department.
- To act as a role model for all care staff by training, coaching and educating.
- To ensure that the home delivers high quality care, health and social care standards, NMC, the Care Inspectorate and SSSC Code of Conduct.
- To maintain exceptional material standards within the Houses by overseeing the fabric of the building, equipment, and furnishings, and arrange for repairs and replacements as appropriate and in consultation with the Chief Executive and Maintenance Team.
- To work closely in the management of the kitchen to ensure that all residents changing needs are met and celebrates their special occasions.
- To support the Assistant Care Managers in operating the staffing rota including the expectation to provide cover should this be needed to meet the needs of QME Care.



- To be responsible for and lead the teams in the preparation for any visits from the regulator and ensuring that notifications to the regulator is appropriately completed.
- To establish contact with local community care organisations to facilitate continuity of service.
- To effectively manage and resolve concerns, complaints, and family conflict.
- To support the Chief Executive as a member of the SMT role as required.
- To liaise with the HR Manager for the purposes of undertaking investigations, disciplinary hearings and performance management to ensure we meet our defined standards and legal obligations.
- To ensure the vision, direction, and objectives of QME Care are communicated in a consistent and professional approach internally and externally.
- To be the main point of contact for relatives, including answering queries, dealing with issues promptly and efficiently including effectively resolving any complaint or concern.
- To ensure the core values of QME Care are communicated, demonstrated, and evidenced by all team members.
- To undertake in the development and implementation of policies and procedures as required.

This Job Description is intended to provide information on the general tasks and duties to be undertaken by the jobholder. It is not therefore definitive nor conclusive and as such the jobholder may be required to perform other one off or ad hoc duties when required to meet the needs of the business.



Person Specification

Criteria	Essential	Desireable	Measured by
<p>Speech</p> <p>Manner</p>	<p>Clear, Concise and Consistent</p> <p>Confidential and discerning.</p> <p>Friendly, assertive, professional, confident and consultative.</p> <p>Tactful and Diplomatic</p> <p>Intuitive</p>		<p>Interview</p> <p>Interview & Presentation</p>
<p>Attainment & Qualifications</p>	<p>Registered Nurse (RGN/RMN) or holds a degree or post graduate professional qualification in Health, Social Care, Social Work, or similar at degree or Postgraduate.</p> <p>Relevant workplace experience including overseeing other employees for a period of 5 years or more in supported living, home care or care home environment.</p>	<p>General secondary educational attainment</p> <p>SVQ Level 4 in leadership and management or equivalent</p>	<p>Application Form</p> <p>Certificates and Interview</p>



Criteria	Essential	Desireable	Measured by
<p>Special Aptitude Innate Abilities</p>	<p>Strong Clinical Leadership in a regulatory care environment and setting</p> <p>Experience of managing a regulated Care Inspectorate or CQC setting, confidence in the inspection and reporting processes</p> <p>Microsoft Suite adept including the full 365 suite of packages including SharePoint for accessing relevant documents</p> <p>Proficient and confident with digital technologies including evidence of using IT software which includes: Telephone and digital communication Care Planning and auditing Medication Administration</p> <p>Excellent communicator at all levels of the organisation.</p> <p>Worked with a HR system for the purposes of effectively managing a team</p> <p>Evidence of Strategic planning, goal setting and alignment</p> <p>Innovative and forward thinking</p>	<p>Evidence of Innovative and forward-thinking actions - moving away from institutional ways of working.</p>	<p>Interview</p> <p>Application Form and interview</p>



Criteria	Essential	Desireable	Measured by
Motivation	<p>A confident registered manager in holistic and innovate care models.</p> <p>Enthusiastic</p> <p>Committed to relevant and ongoing CPD</p> <p>Self-driven with a desire to put residents at the heart of everything</p> <p>Passionate and committed to making a difference for the betterment of others</p>	<p>Evidence of effectively managing conflict and discord with positive outcomes</p>	<p>Application Form examples & Interview</p> <p>Evidence of Certificates</p>
Disposition	<p>An exemplar with verbal, written and digital skills with the ability to produce concise and clear reports.</p> <p>An effective planner and organiser</p> <p>Evidence of Support and Supervision, holding 1-2-1s with other line report</p>	<p>Coaching and mentoring others</p> <p>Experience of training and developing.</p> <p>Confident with the use of social media and other platforms such as WhatsApp for effective comms with line reports and other contacts.</p> <p>Experience of fundraising in not for profit.</p>	<p>Interview & Presentation</p>
Other	<p>Flexible & able to work various days over 7 days and work an on-call rota system</p> <p>Team player & Effective problem solver.</p> <p>Works with self direction.</p>	<p>Knowledge of the charitable and not for profit sector</p> <p>Evidence of volunteering.</p>	<p>Interview & Presentation</p>



The Application Process

If you are interested in applying for our Registered Manager post, we would love to hear from you.

Our Application Form can be obtained by contacting our team at humanresources@qmecare.org. If you would like to more information on the role and an informal discussion please contact Kelly Brown, CEO on 01573 224886.

A Curriculum Vitae cannot be accepted in place of our Application Form, nor can a CV be substituted for any part of the Application Form; however, you may attach a CV should you wish to. A Cover Letter would also be welcomed.

Completed Application Forms must be returned to Kelly Brown, CEO by Midday on Wednesday 16th October 2024 via post or humanresources@qmecare.org.

Applications submitted and received after this time will not be accepted.

Interviews will take place on Wednesday the 23rd and Thursday 24th of October 2024 and will include both a 10 Minute Presentation and Panel Interview.

Details of the Presentation will be sent to shortlisted candidates by close of business Friday 18th October 2024.

We take our selection and talent acquisition process extremely seriously and in so doing really appreciate both the time and personal effort you'll invest in your submission. However, whilst we would love to give feedback to every candidate, regrettably due to volume we are unable to do so.

We wish you all the best in your application for the post of Registered Manager.