



Job Description

JOB TITLE: Domestic Staff (Laundry Assistant, Domestic, Housekeeping Assistant)

RESPONSIBLE TO: General Manager/Administrator

Job Summary - Laundry Assistant:

- To provide a laundry service for the residents and clients of Horsfall House.
- To ensure that every resident/client enjoys clean and well-maintained laundry and that this is to the required standard of cleanliness, repair and presentation

Key Tasks:

1. To manage the laundry procedures and required throughput of laundry, thereby preventing unnecessary build-ups
2. To undertake ironing duties of personal clothing and linen, using roller and hand irons
3. To ensure the supply of detergent and fabric conditioner are maintained
4. To be responsible for the day to day care of the laundry equipment and the daily de-fluffing of the dryers, reporting any defects to Management
5. To report immediately any fault or failure of equipment
6. To monitor the dosing units whilst in use and report any faults or failures
7. To follow MCEL Infection Control, Laundry and COSHH policies and procedures, ensuring the correct use of the laundry cart, basket and colour coded bag system
8. To allocate clothes to their appropriate baskets and decant to the linen store on General Unit
9. Remaining Cotswold laundered linen, towels, kylies, sheets and net knickers to be placed on shelving inside laundry area. Personal clothing into boxes in laundry ready for collection by Housekeeper/Carers to take onto unit and distribute to rooms or store
10. To launder Hairdressing towels
11. To launder Day Centre linen
12. To remark client's clothes as required and report to nursing units if labels required

13. To keep the laundry room and store area in a clean and hygienic condition

Job Summary - Domestic:

- To assist the team in maintaining a high standard of cleanliness and hygiene throughout the home at all times using equipment and consumables specific to each work area
- To carry out assigned tasks which will result in greater comfort and safety for all residents/clients
- To complete tick lists of completed tasks (daily, weekly, monthly etc)

Key Tasks:

1. To arrive on duty punctually, correctly dressed and tidy. Notify the office of any intended absence from duty
2. All domestics are allocated a specific area of the building and are expected to maintain a high standard of hygiene at all times
3. During the holidays and periods of sickness and absences by other domestic staff you will be expected to assist in other areas
4. All equipment must be kept clean and in good working order and used and stored correctly. Any faults or damage must be reported immediately to your manager
5. All materials used must be monitored and used correctly and economically.
6. To report any problems arising and any accident or untoward incident to the Unit Manager
7. To participate in any meetings, training and educational programmes provided.
8. To be respectful of residents/clients and be aware of their privacy, dignity and rights (eg knock on residents' doors before entering; do not enter room if they are receiving care)
9. To observe Health and Safety at work procedures including policies on the use of personal protective equipment (e.g. aprons and gloves), Infection Prevention and Control, COSHH
10. To report any maintenance problems to the Nurse in Charge

Job Summary – Housekeeping Assistant:

The role of Housekeeping Assistant is:

- To be responsible for beds and putting Laundry away.
- To ensure the overall appearance of the unit is smart, tidy and odour free.

Key Tasks:

1. Arrive on duty on time, having clean and tidy appearance and report to Nurse in Charge
2. Strip and remake beds
3. Stock linen cupboard on unit
4. Collect residents' personal laundry and put away
5. Tidy wardrobes and drawers
6. Mark new clients' laundry with their name and remark laundry as necessary
7. Check for garments that need repair and put in sewing box or give to Nurse in Charge if beyond repair
8. Generally tidy bedrooms and lounges (cleaning is undertaken by domestic staff)
9. Check armchairs daily for any covers and cushions that need laundering. Remove these and replace with clean
10. Water plants, throw out dead flowers and clean vases
11. Participate in curtain cleaning programme – annual and when rooms are vacated
12. Be respectful to clients and be aware of their privacy, dignity and rights (e.g. knock on clients' doors before entering; do not enter room if they are receiving care)
13. Report any maintenance problems to the Nurse in Charge

Horsfall House is committed to providing professional, respectful and quality care, whilst maintaining exceptional standards to ensure residents enjoy the highest quality of life. All employees are required to:

- Make a difference to the lives of older people and adults with a disability. Residents will be encouraged to maintain independence and choice in a homely environment
- Show courtesy and respect to clients/residents and relatives and retain the confidentiality of clients/residents and their families at all times
- Greet all visitors in a friendly, courteous and efficient manner and promote Horsfall House positively in the local community

- Maintain good working relations with all colleagues at all times. In order that Horsfall House may maintain a positive environment, employees are required not to engage in or permit any fellow employee to engage in any unlawful discrimination against employees, clients/residents or relatives
- Attend and participate in training sessions and staff and relatives' meetings as and when required
- Be aware of and at all times comply with all MCEL rules, policies and procedures, including the statutory requirements of the Health and Safety at Work Act, Care Standards Act and the relevant regulations

Policies & Procedures:

To comply with all policies and procedures of the organisation relevant to the post and continue to update knowledge when new policies are introduced.

Health & Safety:

It is the duty of every employee to assume responsibility for the health and safety of themselves and others, including the use of the necessary risk assessments, safety devices and protective clothing.

To co-operate with management in meeting its responsibilities under the Health & Safety at Work Act 1974, COSHH, Moving & Handling, Food Hygiene and First Aid regulations, you must:

- Act upon MCEL Fire Policy and be fully aware of the emergency procedure, the location of fire alarms, equipment and the fire panel
- Report promptly to your Manager any problem arising from an accident or incident and record in accident book as required
- Adhere to Moving & Handling principles following training and when so required complete a self-risk assessment for use of display screen