

# EMMA THOMPSON

CV

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Qualified and compassionate Care Assistant with a demonstrated track record of 5 years in delivering exceptional physical and emotional support to adults and the elderly. Natural leader with strong conflict resolution skills, adept at guiding and motivating teams of medical workers. Committed to personalised and holistic care, consistently ensuring the well-being and comfort of patients under my supervision. Proven ability to effectively communicate and collaborate with healthcare professionals and families to create a nurturing care environment.

## WORK EXPERIENCE

### Care Assistant, Addenbrooke's Hospital, Cambridge, UK | 2020-Present

Leverage experience to provide support to individuals with mental illness, disability, or old age through comprehensive physical, emotional, and social care. Supervise and guide junior care assistants. Administer medication and maintain accurate medication records. Monitoring and recording vital signs, changes in health, and reporting any concerns to the healthcare team.

- Supervised and trained 10+ interns and care assistants in general wards and mental health units, fostering a supportive and professional workforce.
- Designed an all-inclusive training booklet on procedures and protocols, facilitating the onboarding process for new staff and ensuring consistent standards of care.

### Care Assistant, Spire Healthcare Group, Bushey, United Kingdom | 2018-2020

Supported team members in delivering personal care, including washing, dressing, and general hygiene. Monitored and observed patients, safeguarding their physical and mental well-being. Promptly reported any changes in the patient's health. Administered medication, prepared meals, and maintained detailed reports to ensure coordinated and holistic care.

- Recognised with the esteemed "Best Employee of the Month" award for exceptional dedication and commitment to providing high-quality care.
- Enhanced daily operations and processes in the rehabilitation unit, resulting in improved care for elderly patients during their recovery journey.
- Initiated regular meetings with community groups and social services, actively contributing to the development of new services and mental health programs.

## SKILLS

Medical administration, health and safety regulations, treatment plan development, record-keeping, nutrition knowledge, safe patient handling, patient transfer support, health surveillance and monitoring, staff training and development, first aid knowledge.

## PROFESSIONAL TRAINING

Level 3 Diploma in Health Care Support, NCFE Council for Awards in Care, Health and Education (CACHE), 2023

Level 3 National vocational qualification (NVQ), 2018

Level 2 First Aid training, Protrainings, 2018