Joanne Fletcher

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Senior carer leading shifts in a 52-bed residential and dementia home

PROFILE

Senior carer with six years in residential care, including three years leading day shifts of up to 7 care staff. Responsible for medication rounds, care plan reviews and liaison with GPs, district nurses and families. Holds a Level 3 Diploma in Adult Care and is studying for Level 5.

EXPERIENCE

Senior Carer, Brookside House Care Home

Stockport | Apr 2022 – Present

- Lead day shifts of up to 7 care assistants, allocating work, running handovers and making sure every resident's needs are met.
- Administer medication to up to 26 residents per round using an electronic MAR system, and complete monthly medication audits.
- Review and update care plans and risk assessments with residents and families, keeping records ready for inspection.
- Liaise with GPs, district nurses and pharmacists, arranging reviews and following up prescription changes the same day.
- Mentor new starters through the Care Certificate, with 5 colleagues completing it under supervision in the past year.

Care Assistant, Brookside House Care Home

Stockport | Jan 2019 – Mar 2022

- Provided personal care and dementia support for residents, building strong relationships with families.
- Became the home's moving and handling champion, refreshing colleagues' practice at team meetings.
- Covered senior duties during holidays, which led to promotion.

EDUCATION

Level 5 Diploma in Leadership for Health and Social Care (in progress), Northern Care Training

Manchester | Jan 2025 – Present

Level 3 Diploma in Adult Care, Northern Care Training

Manchester | Sep 2020 – Jul 2021

SKILLS

Shift leadership and delegation, Medication administration and audits (eMAR), Care planning and risk assessment, Liaison with GPs and district nurses, Dementia care, Mentoring and supervision, Incident reporting, Family communication

TRAINING

- Safe Handling of Medicines (Level 3)
- Safeguarding Adults (Level 3)
- Moving and Handling Train the Trainer
- Mental Capacity Act and DoLS
- Emergency First Aid at Work