

Jithun Thienjeri Krishnan Nambiar

+44 7883914899 | 99 Ashburton Avenue, Ilford, London, UK | Email: jithu.hdj@gmail.com

PROFILE

Compassionate and dedicated **Residential Care Support Worker** with extensive experience supporting individuals with challenging behaviours, mental health conditions, learning disabilities, and complex care needs. Skilled in personal care, medication management, behavioral support, and safeguarding, ensuring dignity, safety, and independence for residents. Strong collaborator within multidisciplinary teams, with expertise in care planning, risk management, and crisis intervention. Committed to providing person - centered care, maintaining high standards, and continuously developing professional skills.

SKILLS

- **Resident Care & Support** – Expertise in assisting individuals with daily living activities, including personal care, mobility, and emotional support.
 - **Mental Health & Learning Disabilities** – Extensive experience supporting individuals with complex mental health needs, autism, and cognitive impairments.
 - **Safeguarding & Risk Management** – Strong knowledge of safeguarding adults and children, young people, risk assessments, and incident reporting.
 - **Medication Management** – Ensuring safe administration, record-keeping, and compliance with healthcare regulations.
 - **Behavioural Support & Conflict Resolution** – Skilled in de-escalating challenging behaviours and providing person - centred behavioural interventions.
 - **Care Planning & Documentation** – Experience in developing, implementing, and reviewing individualized care plans to meet the diverse needs of residents.
 - **Multi-Agency Collaboration** – Effective in working with families, healthcare professionals, social workers, and external agencies to ensure holistic support.
 - **Infection Control & Health & Safety** – Committed to maintaining a safe, hygienic environment in line with regulatory guidelines.
 - **Communication & Advocacy** – Strong interpersonal skills, ensuring clear communication with residents, families, and care teams while advocating for residents' rights and well-being.
 - **Training & Leadership** – Experienced in mentoring and supporting care staff, ensuring high standards of care and continuous professional development.
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EXPERIENCE

CLINICAL HEALTHCARE SUPPORT WORKER

United Lincolnshire Teaching Hospitals NHS Foundation Trust, UK | December 2024 – Present

- **Deliver Compassionate Care & Support** – Provide empathetic, high-quality care to individuals with mental health conditions and learning disabilities, promoting dignity, safety, and comfort, and supporting personal care tasks like washing, dressing, toileting, and feeding.
- **Monitor Vital Signs & Record Keeping** – Accurately monitor and document vital signs (blood pressure, pulse, temperature, respiration) and cognitive states, promptly reporting abnormalities to healthcare professionals, and ensuring detailed patient records are maintained according to confidentiality policies.

- **Mobility Assistance & Clinical Procedure Support** – Assist patients with mobility, repositioning, and using aids, while adapting techniques to their specific needs. Ensure patients are comfortable, informed, and supported during clinical treatments and procedures, providing a calming presence.
- **Wound Care & Infection Control** – Assist with basic wound care (cleaning and dressing) under healthcare supervision, following infection control standards, and maintain cleanliness, organization, and proper use of equipment to ensure a safe and effective care environment.
- **Collaborate & Communicate** – Work closely within a multidisciplinary team of doctors, nurses, and therapists to deliver coordinated care. Communicate effectively with patients, families, and carers, offering emotional support and contributing to care plans based on patient observations.
- **Professional Development & Risk Management** – Engage in ongoing training, follow infection control standards, and maintain awareness of potential risks. Report incidents or hazards in compliance with safety policies, and perform specialist clinical care tasks such as catheter care, wound care, and ECGs.

RESIDENTIAL SUPPORT WORKER

Cobham House, KARE NEST LTD, SOLACE CARE GROUP, London, UK | Jan 2023 – Nov 2024

- **Lead and motivate the support team:** Ensure that staff are supported and perform their duties effectively.
- **Oversee daily operations:** Coordinate the work schedule, delegate tasks, and ensure all residents receive appropriate care.
- **Staff training and development:** Provide ongoing support, training, and professional development to team members to maintain high standards of care.
- **Develop and review individual care plans:** Collaborate with key workers, families, and external professionals to create and review support plans tailored to the needs of each resident.
- **Ensure care delivery:** Make sure that residents' physical, emotional, and social needs are met, following care plans, and addressing any changes in their health or wellbeing.
- **Medication management:** Oversee the safe administration of medications and ensure all healthcare needs are met, including attending medical appointments.
- **Handle emergencies:** Lead in the event of emergencies or crises, such as medical emergencies, challenging behaviours, or safeguarding concerns.
- **Conflict resolution:** Address conflicts or issues between residents or staff, ensuring a safe and supportive environment.
- **Liaise with external agencies:** Work with healthcare professionals, social workers, families, and other agencies to ensure residents receive comprehensive support.
- **Keep up-to-date records on residents' care, staff performance, and daily activities:** Ensure compliance with policies and regulations.
- **Record and report accidents, incidents, or safeguarding issues:** Promptly report to senior management and relevant authorities.
- **Ensure regulatory compliance:** Ensure that the residential home meets all legal and regulatory requirements, including health and safety standards, safeguarding policies, and care quality standards.
- **Promote a safe environment:** Regularly assess risks and implement safeguarding measures to protect residents from harm.
- **Advocate for residents:** Ensure the residents' voices are heard and that their rights and preferences are respected in all aspects of their care.

- **Support social engagement:** Facilitate activities and programs that promote social inclusion, independence, and emotional wellbeing.
- **Oversee budgeting:** Manage financial aspects, such as petty cash, expenses related to residents, and overall budgeting for household needs.
- **Manage resources:** Ensure that the home is stocked with necessary supplies and that the equipment is maintained and safe for use.
- **Schedule shifts and rotas:** Ensure that there is sufficient staffing coverage for all shifts and that team members are clear about their responsibilities.

HEALTH CARE ASSISTANT

Impact care services, London, UK | October 2022 – Jan 2023

- **Personal Care & Mobility Assistance** – Supported patients with daily activities including washing, bathing, dressing, grooming, and toileting, and assisted with mobility, including transferring from bed to wheelchair and repositioning.
- **Nutritional Support & Basic Medical Assistance** – Helped patients with feeding, encouraged proper nutrition and hydration, assisted with medical equipment setup (catheters, oxygen supplies, IV drips), and administered basic treatments such as wound care and applying compression stockings.
- **Monitoring & Record Keeping** – Observed patients' physical and emotional well-being, promptly reporting any changes or concerns to the nursing staff, and maintained accurate records of intake, output, vital signs, and other observations.
- **Infection Control, Cleanliness & Waste Disposal** – Ensured infection prevention protocols were followed, maintained cleanliness of rooms, bedding, and equipment, and managed the proper disposal of medical waste to keep a safe environment for patients and staff.
- **Mental Health, Care Plans & Palliative Care** – Supported patients with mental health conditions, learning disabilities, or dementia, followed care plans to deliver personalized care routines, and provided compassionate palliative care to those nearing the end of life, ensuring dignity and comfort.

SERVICE ADVISOR

EVM Nissan, India | September 2020 – September 2021

- **Customer Interaction & Scheduling** – Listened to customer concerns to identify vehicle issues, scheduled service appointments for repairs, maintenance, and inspections, ensuring efficient workflow.
- **Quality Control & Follow-up** – Ensured all services and repairs met required standards before vehicle return and followed up with customers to ensure satisfaction post-service.
- **Service Recommendations & Parts Coordination** – Recommended additional services, parts, or accessories based on inspection reports, and coordinated with the parts department for timely availability of required parts.
- **Training & Inventory Management** – Participated in training programs to stay current on vehicle models and service techniques, while monitoring inventory levels and informing customers of any delays due to unavailable parts.

SERVICE ADVISOR

Manumatic Nissan, India | April 2018 – August 2020

- **Customer Interaction & Service Communication** – Greeted customers, understood their service needs, explained recommended services, costs, timelines, and provided detailed cost estimates for repairs.
- **Service Coordination & Progress Tracking** – Relayed customer concerns to technicians, tracked repair progress, and informed customers of any changes, delays, or additional findings.
- **Regulatory Compliance & Safety** – Ensured adherence to industry standards, safety regulations, and company policies, while maintaining a safe work environment for technicians and customers.
- **Industry Knowledge & Trends** – Stayed updated on the latest automotive technologies, services, and products, ensuring accurate advice and recommendations for customers.

DEPUTY MANAGER

Gateforum Educational Services Pvt. Ltd | May 2015 – March 2017

- **Marketing & Promotion** – Developed and executed strategies to enhance organizational visibility, including engaging with Heads of Departments (HODs) at engineering colleges to promote GATE courses.
- **Admissions & Coordination** – Managed the admissions process, coordinated class schedules, and assigned faculty to ensure smooth operations and effective delivery of educational programs.
- **Student Engagement & Relationship Management** – Conceptualized promotional strategies to boost student engagement and maintained strong relationships with engineering college administrators to foster ongoing collaboration.

CERTIFICATIONS

- PMVA NVQ Level 2 Course Practical & Conflict Management
- NVQ Level 2 in health and social care
- DoLS- Deprivation of Liberty Safeguards
- Criminal Exploitation and County Lines
- Psychological First Aid: Supporting Children and Young People Children's Homes
- Radicalisation And Extremism Children's Homes
- Reporting And Recording Advanced Level Children's Homes
- Risk Management and Safer Caring Children's Homes
- Safeguarding Adults Level 2 Children's Homes
- Safeguarding Children Level 2 Children's Homes
- Safeguarding Children with Learning Disabilities Children's Homes
- Self-Harming Behaviours Children's Homes
- Medication Advanced Children's Homes
- Manual Handling Children's Homes
- Internet Safety Children's Homes
- Infection Control Children's Homes
- Health And Safety Advanced Level Children's Homes
- Health And Nutrition Children's Homes
- General Data Protection Regulations Children's Homes

- General Data Protection Regulation (GDPR) Office Based Employee Children's Homes
- GDPR For Children Home Staff Children's Homes
- Food Safety and Hygiene Advanced Children's Homes
- First Aid Paediatric Children's Homes
- First Aid Emergency Children's Homes
- Fire Safety Children's Homes
- Female Genital Mutilation Children's Homes
- Equality, Diversity and Cultural Competence Children's Homes
- COVID-19 - Where Are We Now? Children's Homes
- COSHH Children's Homes
- Child Sexual Exploitation (CSE) Foundation Level Children's Homes Mandatory
- Anti-Bullying Children's Homes

PROJECTS

- Developed an **Intelligent Assistive System** for the Visually Impaired, employing YOLOv5 for object detection and integrating **Google Text-to-Speech (GTTS)**, enhancing accessibility.
- Together Empowered project on **Sustainability in construction** with university of East London in association with **The CROWN ESTATE**.

EDUCATION

M. Sc in Mechanical Engineering | University of East London, UK | 2022

- **Pass with Distinction**

BE. in Mechanical Engineering | Anna University, India | 2017

- **Pass with Second Class**

REFERENCES

Available upon requests