

VERONICA DE CASTRO

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PROFESSIONAL SUMMARY

Registered Nurse and Healthcare Manager with 20+ years experience in care home management, clinical nursing, and residential care. NVQ Level 4 Health and Social Care qualified with BSc Nursing. Expertise in CQC compliance, person-centred care planning, staff supervision, medication management, Mental Capacity Act assessments, Deprivation of Liberty Safeguards, risk assessment, and budget management. Proven track record in deputy home manager and care team leader roles delivering high-quality care in dementia, nursing home, and residential care settings.

PROFESSIONAL EXPERIENCE

Care Team Leader

Sycamore Cottage Rest Home Ltd

April 2023 - Present

- Lead care delivery teams ensuring high-quality, compassionate care in compliance with CQC standards
- Supervise staff and coordinate care planning to meet individual resident needs
- Conduct quality assurance audits and implement best practice guidelines

Care Manager

Belamie Gables Care Home

December 2021 - April 2023

- Managed comprehensive care operations, staff coordination, and care planning
- Maintained excellent standards of resident care through quality assurance processes
- Ensured regulatory compliance and staff training programs

Healthcare Assistant

Intensive Care Unit, BNHH

February 2021 - December 2021

- Provided critical care support in fast-paced ICU environment
- Assisted nursing staff with complex patient care needs and vital signs monitoring
- Maintained patient dignity and comfort during acute care interventions

Care Team Leader

Parsons Grange Care Home

May 2020 - February 2021

- Supervised care staff and coordinated daily care activities
- Ensured personalized care plans were implemented effectively for all residents
- Conducted staff training and performance monitoring

Care Team Leader

Mulberry Care

August 2019 - May 2020

- Led care teams in delivering high-quality support services
- Conducted assessments and maintained accurate care documentation
- Ensured compliance with care standards and safeguarding protocols

Deputy Home Manager

Belamie Gables Care Home

210 Hyde End Road, Reading, Berkshire RG7 1DG

September 2018 - July 2019

- Ensured adequate staffing levels maintaining safe environment for 30+ residents and staff
- Developed individualized person-centred care plans with residents and families
- Led multidisciplinary teams in care assessment, planning, implementation, and evaluation
- Managed risk assessments and evidence-based care practices
- Maintained CQC regulatory compliance and company policy adherence

Advanced Senior Carer

Pemberley House (Avery Healthcare)

Grove Road, Basingstoke RG21 3HL

July 2018 - August 2018

- Supported Registered Nurses in supervising care teams and delivering safe, compassionate care
- Ordered, maintained controls, and safely administered medications per prescriptions
- Participated in quality assurance audits, satisfaction surveys, and CQC inspections
- Coordinated care staff ensuring consistent high standards

Deputy Home Manager

High Hilden Home

High Hilden Close, Tonbridge, Kent TN10 3DB

January 2017 - July 2018

- Supervised care teams ensuring personal care needs met with dignity and independence
- Assumed full responsibility for home operations in Management Team absence
- Managed emergency situations effectively and attended Board of Trustees meetings
- Ensured CQC registration compliance, Health & Safety legislation, and KCC guidelines
- Collaborated on budgetary control and financial planning

Deputy Home Manager

Vesta Lodge (Quantum Care)

Watling View, St. Albans, Hertfordshire AL1 2PB

December 2014 - January 2017

- Ensured home operations functioned per company policies and CQC requirements
- Managed staff rotas and controlled staffing budgets across all shifts
- Conducted staff supervisions, appraisals, and mentoring for professional development
- Liaised with GPs, district nurses, and occupational therapists
- Completed Mental Capacity Act assessments, Best Interests assessments, and DoLS applications
- Managed medication ordering, receipt, and monthly audits

Night Senior Care Assistant

Robin Hood House Care Home

Little Gaddesden, Nettleden Road, Berkhamstead HP4 1PL

September 2014 - December 2014

- Deputized for person in charge during night shifts
- Maintained working knowledge of home policies, procedures, and Health & Safety regulations
- Assisted clients with physical and mental activities including social engagement

Deputy General Manager / Assistant Home Manager

Methodist Home for the Aged

Elmside Walk, Hitchin, Hertfordshire SG5 1HB

January 2012 - June 2014

- Managed home operations ensuring highest standards of support and care
- Ensured adherence to all legislative requirements and regulations
- Assisted with budget management and financial controls
- Supported recruitment, induction, development, supervision, and training initiatives
- Monitored staff performance and conduct

Senior Care Assistant

Methodist Home for the Aged

Elmside Walk, Hitchin, Hertfordshire SG5 1HB

December 2009 - December 2011

- Deputized for senior managers and formed positive working relationships
- Provided emotional and physical care creating happy, stimulating environment
- Assisted in formulating and reviewing care plans for residents

Senior Care Assistant

Benslow Nursing Home

59 Benslow Rise, Hitchin, Hertfordshire SG4 9QY

January 2005 - December 2009

- Assisted management and nursing teams in delivering client services
- Established and maintained effective communication with diverse stakeholders
- Monitored and maintained health, safety, and security
- Contributed to service improvement initiatives

Senior Care Assistant

Cathedral View Nursing Home

19 Wookey Hole Road, Wells, Somerset BA5 2NN

March 2004 - December 2004

- Planned, implemented, and supervised quality care provision
- Supported training and supervision of junior staff members
- Assisted clients with physical, emotional, and spiritual care needs

Staff Nurse

West Visayas State University Hospital

Jaro, Iloilo City, Philippines

June 1994 - March 2004

- Provided full range of professional nursing care across various departments
- Independently implemented nursing processes including physician orders
- Monitored and evaluated patient care quality and health status
- Documented nursing interventions comprehensively in medical records
- Responded to emergencies and maintained medication availability

CORE SKILLS

- CQC Compliance & Regulatory Standards
- Person-Centred Care Planning
- Staff Supervision & Team Leadership

- Medication Management
- Mental Capacity Act & DoLS
- Risk Assessment & Safeguarding
- Budget Management
- Quality Assurance & Auditing

EDUCATION & QUALIFICATIONS

NVQ Level 4 in Health and Social Care

Bachelor of Science in Nursing

Central Philippine University, Philippines

REFERENCES

Available upon request