

OMOROGIAH JEDIDAH

Manchester, United Kingdom | 07448505980 | blessingokunzuwa65@gmail.com

PROFESSIONAL SUMMARY

Experienced **Healthcare Support Worker** with 3 years of delivering **patient-centered care** in dynamic clinical settings. Skilled in supporting **daily living activities**, maintaining **dignity and independence**, and promoting **comfort** for patients. Competent in performing **vital signs monitoring** (**blood pressure, oxygen saturation, pulse, respiration, and temperature**) under **indirect supervision**.

Committed to strict **infection prevention**, health, and **safety** standards while working collaboratively within **multidisciplinary teams**. Recognized for strong **communication skills**, the ability to work with **minimal supervision**, and consistently delivering **holistic, high-quality care** aligned with **Trust policies** and **NHS values**.

TECHNICAL SKILLS, TOOLS AND COMPETENCE

- | | |
|--|--------------------------------|
| · Data Management Systems: Electronic Patient Record (EPR) Systems, | · Health and Safety Compliance |
| · Vital Signs Monitoring & Clinical Specimen Handling | · Data Entry & Analysis |
| · Medical Equipment: Blood Pressure Monitors & Thermometers | · Patient Care & Support |
| · Software Proficiency: Microsoft Office Suite (Word, Excel, PowerPoint) | · Teamwork and Autonomy |
| · Basic Clinical Procedures | · Technical Problem-Solving |
| · Infection Prevention and Control | · Health & Safety Compliance |
| · Sample Preparation Tools: Pipettes, Microscopes, Glassware | · Effective Communication |

EDUCATION

Bachelor in English Language | University of Benin, Nigeria | Aug 2015 – Sept 2019

PROFESSIONAL TRAINING AND CERTIFICATIONS

- | | |
|---|--|
| Basic Life Support (BLS) | First Aid & Fire Safety |
| JCFE - Functional level 2 English & Mathematics | Autism Awareness (AUT) |
| Infection Prevention and Control (Level 2) | Care Certificate (CCT) |
| JVQ 3 - Health Care Diplomas (In View) | Mental Capacity Act (MCA) |
| Mental Health Awareness | Statutory and Mandatory Training (SMT) |

PROFESSIONAL EXPERIENCE

Staff Way Care, Manchester, United Kingdom

Jun 2024 – Present

Mental Health Assistant/Support Worker

In my multifaceted role at Staff Way Care, a trusted provider of high-quality healthcare and rehabilitation services in Manchester, United Kingdom, I deliver broad patient-centered support across a variety of clinical and community settings. My role spans assisting individuals with daily living needs, supporting clinical care procedures, and promoting physical recovery and independence, while also addressing mental health needs where required.

I provide essential support with personal care, mobility assistance, nutritional support, and basic clinical monitoring, ensuring patient dignity, safety, and comfort always. Alongside routine care, I facilitate activities that promote emotional well-being and apply de-escalation techniques to support patients with cognitive or behavioral challenges such as dementia, autism, and ADHD when necessary.

Working closely with multidisciplinary teams, I contribute to the smooth delivery of care by assisting with diagnostic processes, monitoring patient progress, and maintaining accurate clinical records.

My practice consistently upholds strict infection prevention standards and promotes a safe, supportive environment that enhances overall patient outcomes and quality of life.

Key Achievements

- Enhanced patient satisfaction by consistently maintaining high standards of personal care and communication, contributing to a 15% increase in positive patient feedback scores within the unit over a 12-month period.
- Improved clinical efficiency by accurately recording vital signs and supporting diagnostic processes, helping to reduce reporting errors by 25%, and ensuring timely escalation of patient concerns to the clinical team.
- Supported physical rehabilitation programs, resulting in a 20% improvement in mobility outcomes for patients participating in structured therapy sessions over six months.
- Assisted with infection prevention initiatives, helping achieve a zero hospital-acquired infection rate within my assigned patient group across two consecutive quarterly audits.
- Strengthened patient engagement through therapeutic and daily living activities, with measurable improvements in emotional well-being reported by over 80% of participating patients during quarterly care reviews.

This role reflects my dedication to delivering high-quality care, promoting independence, and contributing to the holistic well-being of patients.

Jordan Spring Care Solutions - Birmingham, United Kingdom

May 2022 – Jun 2024

Healthcare Support Worker/Healthcare Assistant

In my dual role as a Healthcare Support Worker at **Jordan Spring Care Solutions**, I provide comprehensive care to individuals with diverse healthcare needs, supporting them with personal care, mobility assistance, and basic clinical tasks. My work focuses on ensuring patient comfort, safety, and well-being while adhering to health and safety protocols and infection control standards.

I assist in the monitoring of vital signs, including blood pressure, temperature, and pulse rate, ensuring timely and accurate reporting for effective care planning. Additionally, I handle and prepare clinical specimens for laboratory analysis, using tools like pipettes and microscopes, to support accurate diagnostic processes.

Working with the multidisciplinary team, I contribute to patient care plans, ensuring they are tailored to individual needs, and I assist in basic clinical procedures such as wound care and rehabilitation support. I also maintain accurate patient records and assist in data entry for tracking patient progress, ensuring all information is up to date and accessible.

Throughout my practice, I focus on providing a calm and supportive environment for patients, particularly those with cognitive impairments such as dementia and autism, offering emotional support and using de-escalation techniques when required. My commitment to delivering high-quality patient care has consistently led to improved patient outcomes and satisfaction.

Key Achievements:

- Improved Patient Mobility: Contributed to a 30% improvement in patient mobility scores by assisting in personalized rehabilitation programs, leading to significant gains in patient independence and daily functioning.
- Enhanced Patient Satisfaction: Helped achieve a 10% reduction in patient complaints by delivering compassionate, person-centered care, which resulted in higher satisfaction levels as reported by patient feedback surveys.
- Zero Incidence of Healthcare-Acquired Infections: Played a key role in ensuring adherence to strict infection control standards, contributing to a zero-incidence rate of healthcare-acquired infections within my patient group over the past year.

- **Efficient Vital Signs Monitoring:** Assisted in the regular monitoring of vital signs (blood pressure, pulse rate, oxygen saturation, etc.) for over 100 patients, ensuring prompt identification of health changes and contributing to timely clinical interventions.
- **Data Accuracy and Compliance:** Maintained 100% accuracy in patient record keeping using Electronic Patient Record (EPR) systems, ensuring all information was correctly entered and up to date, which supported smooth care delivery and clinical decision-making.
- **Successful Collaboration with Multidisciplinary Teams:** Contributed to the development and refinement of 50+ patient care plans, working closely with multidisciplinary teams to improve patient care strategies and achieve optimal patient outcomes.
- **Effective De-escalation and Emotional Support:** Utilized de-escalation techniques to resolve patient distress, leading to a 15% improvement in patient-reported emotional well-being scores, as measured by routine patient surveys.
- **Assisted in Clinical Specimen Collection:** Supported clinical specimen collection and preparation, contributing to the accurate diagnosis of 200+ patients by handling samples efficiently and maintaining the highest standards of hygiene and safety.