

# Lindsey Eldridge Hilton Nursing Partners



We spoke with Lindsey Eldridge, a Personal Nursing Assistant at Hilton Nursing Partners. Keep reading to find out about Lindsey and her experiences of completing the Care Certificate.

## What is your current role and what does it involve?

I am a Personal Nursing Assistant. My role involves supporting with personal care, some aspects of daily living such as food and hydration, medication, referrals to services for physiotherapy, equipment and medical treatment. Most importantly, we are also here to chat and listen to the patients!

## How did you get into your current role?

I saw the job advert on Facebook and I contacted Hilton the same day.

## What kind of support do you give to staff undertaking the care certificate?

I have partnered up with new staff during patient rounds out in the community and I have supported them by answering any questions they may have and they have also watched me during the course of my work when needed.



## What have been your biggest successes?

Completing my Care Certificate, I really enjoyed doing that. I also really enjoyed the training I was given in the classroom and out in the field. The training that was given was top notch!

I was so pleased when I passed my mentoring and was let loose out in the community to work with our patients.

## What do you hope to do next?

I am currently getting ready to do meets and greets by myself, I have just completed my meet and greet training, and as I understand it, there will be one more observation, and then I will take the plunge and do it all by myself. The sooner I do it, the more confident I become.

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When I have had enough experience in the job, I would like to try training new starters in the classroom, with the training team. I enjoy all aspects of training. I would also like to work towards being an assessor and then a field trainer/observer.

I would even be interested in looking into going sideways and learning what an operational manager does within the organisation and to see what is involved, and the kind of training they have to undertake in order to perform their jobs effectively.

## **How do you think the Care Certificate benefits the organisation?**

The care certificate is laid out so clearly and is well organised, that it is easy to understand. Learning the sections within the training certificates ensures that we, as personal nursing assistants, conduct our role well, and with professionalism. We work safely and become excellent listeners to our patients. The care certificate training plan ensures that we do not become open to litigation, and avoid putting our organisation into disrepute. We protect the business and build up trust between patients and other services.



**Hilton Nursing Partners really support their staff, there is a great camaraderie and we look out for each other. I enjoy working for Hilton.**

