

# Trusted Partner Practitioner Background Information



Empanda Care & Support Ltd CIC was invited to become a Trusted Partner Organisation (TPO) working with Suffolk County Council (SCC) Adult Services teams reviewing the care and support plans of customers receiving a care package from the county, as well as carer's assessments to identify what full-time carers may benefit from.

The main purpose of this role is to work with customers to identify and deliver personalised outcome-focussed care and support plans that maximise their independence and wellbeing. This role of Trusted Partner Practitioner assesses the individual's ability to remain as independent as possible whilst providing advice on daily living equipment, adaptations, assistive technology, community and other resources that they may benefit from.

We are working in two geographical areas - Mid-Suffolk, where we will be working in and around the towns of Eye, Stowmarket and Saxmundham, and West Suffolk, where we will be working in the towns and villages north of Bury St Edmunds. We are currently seeking to recruit a practitioner for West Suffolk.

Practitioners will have an allocated caseload of customers who they will arrange to visit at home or carry out a telephone assessment (depending on customer choice) to review their current care and support plan. Following the visit/call, they will document their findings, which they will incorporate into a new care and support plan using SCC's customer database. This will then be approved by their Empanda line manager and authorised by an Adult Services Team Manager.

Practitioners will be paid per completed review and can therefore work hours to suit their own needs and any family commitments.

The role would suit someone with previous care and support experience, in particular, within services for older people and/or adults with a learning disability. An understanding of person-centred, outcome-focussed care and support planning, risk assessments, safeguarding and MCA/DoLS would be advantageous. The ability to work alone and unsupervised, managing a caseload and meeting deadlines, is essential.

The ability to drive and use of a vehicle is also a requirement of this role as many customers live in rural areas.

Practitioners will work from home so having a suitable workstation at home is essential. You will also be expected to drive to Empanda services for training, 1-2-1's and team meetings.