

## **PATIENCE FAVOUR EZENWA**

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### **Professional Summary**

A compassionate, dynamic, teachable and intelligent Health and Social Care Worker with over 10 years relevant professional and Voluntary Care experience and knowledge for the elderly, Convalescents, adolescents and young Children. I am dedicated, very adaptable, flexible, well-mannered and focused. An excellent listener who possesses great communication skills.

Certified Phlebotomy Technician (CPT) looking for an opportunity to apply my compassion for people and strong work ethic in an established business. I look forward to improving patient outcomes and collaborating with other patient-centered staff.

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## **PROFESSIONAL EXPERIENCE**

### **HEALTH CARE ASSISTANT – 09/2023 - CURRENT JAYJAY SOCIAL CARE.**

#### **Duties and responsibilities:**

Assisted with patient's hygiene, physical comfort, eating, drinking and mobility while observing and reporting specific changes. Supervised patients on commodes, in toilets. Maintained clean environment with due consideration to health and safety issues and infection control policy.

### **HEALTH CARE ASSISTANT 01/2024 – CURRENT: SPRING 2 RECRUITMENT.**

#### **Duties and responsibilities:**

Assisting residents with daily living needs to maintain self-esteem and general wellness. Assist individuals with daily living activities, including personal hygiene, dressing, drinking, help with personal care, such as showering, dressing and toileting.

Assist with food preparation and provide help with eating.

Provide emotional support and help promote mental wellbeing.

### **Anchor HMO (Health Maintenance Organization)**

25-03- 2013 To 25-08-2023.

### **Position – Support worker/Clients Service Manager**

#### **Duties and Tasks**

As a support worker I play a vital role in supporting people with learning disabilities, Autism, physical disabilities, Mental health needs, communication difficulties to live independently. I provide the physical and emotional support that people might need to achieve their goals. Assisting patients with daily living needs to maintain self-esteem and general wellness. Assist individuals with daily living activities, including personal hygiene, dressing, Meal's preparation, feeding, drinking, washing dishes and washing clothes.

Following care plans and ensuring correct safeguarding practices. Engagement through fun and educational activities to develop their interests and hobbies. Going on fun day trips like theme parks, trips to the seaside, park and more. Promoting independence and emotional support.

- Deal directly with customers either by telephone, electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Direct requests and unresolved issues to the designated resource
- manage customers' accounts
- record details of inquiries, comments and complaints
- record details of actions taken
- prepare and distribute customer activity reports
- maintain customer databases
- manage administration
- provide feedback on the efficiency of the customer service process.

## Education and Training

Certified Phlebotomy Technician	18 July 2024
M.A. Diplomacy and Strategic Studies University of Lagos	Jan 2011 - Dec 2012.
<b>B.A. History</b> University of Benin, Benin city, Nigeria <i>2.2(Second Class lower division)</i>	Dec 2004 To Dec 2008
Diploma – Computer and Desktop Publishing Uniqueworld training institute Lekki Lagos, Nigeria	May 2009
Senior School Certificate Examination (SSCE) 2004 Prismoni Comprehensive Secondary School	April 1999 To June
West African Examination Council (GCE) First school leaving certificate (FSLC) St. philip’s primary school Eziukwu Aba Abia, Nigeria	Dec 2003 Nov 1992 To Aug1998
Phlebotomy Health and Social Care Level 5 Diploma (NVQ) Health and Social Care Level 3 (NVQ) Moving and <b>Handling Therory</b> <b>Moving and Handling Practical</b> <b>Oral Health and Dysphagia</b> <b>Conflict Resolution and Complaints Handling</b> <b>Lone Worker Training</b> <b>First Aid</b> <b>Dementia Level 1</b> Safeguarding Adults L1&2 Safeguarding Children L1&2 Mental Health Awareness Equality, Diversity Infection Prevention and Control Level 2 Dignity in care COVID 19 End of life Care Understanding Learning Disabilities and Autistic Spectrum Disorder Acquired Brain Injury	

Health, Safety and Welfare

Food hygiene

Prompting and assisting with Medication in home care

Information Governance, data protection

Fire safety.

## **Skills**

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- Detail-oriented
  - Medical Records
  - Specimen Preparation and Venipuncture
  - Communication – verbal, written Listening skills
  - Caregiver, Food Hygiene skills
  - Hoist Operation
  - attention to detail and accuracy
  - Emotional support
  - Medication Competency Assessment
  - Adaptability
  - Initiative
  - Organizational skill
  - Meal preparation
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