

LAUREN WHITFIELD

Junior Care Coordinator

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Health and Social Care graduate with **2 years** of experience as a domiciliary care worker and strong organisational skills in service coordination. Currently supporting a caseload of **25 service users** at a domiciliary care agency in Devon, scheduling visits, managing care plans, and liaising with families and healthcare professionals. Committed to person-centred care and passionate about helping vulnerable adults maintain independence at home.

EXPERIENCE

Senior Care Worker / Coordinator Support, Bluebird Care Exeter, Exeter

Jun 2025 – Present

Promoted to senior care worker with coordinator support responsibilities after 12 months of strong performance.

- Coordinated weekly care rotas for **25 service users** and **12 care workers**, covering an average of **180 visits per week**
- Conducted **15 initial assessments** for new service users in their homes, developing individualised care plans
- Managed **3 safeguarding referrals** to the local authority, ensuring thorough documentation and timely follow-up
- Reduced missed visits by **40%** over 6 months by implementing a real-time scheduling alert system

Domiciliary Care Worker, Bluebird Care Exeter, Exeter

Jun 2024 – May 2025

Provided personal care, medication support, and companionship to adults and older people in their own homes.

- Delivered an average of **30 home visits per week** to service users with dementia, physical disabilities, and end-of-life needs
- Achieved a **98% reliability score** for punctuality and visit completion across 12 months
- Trained **4 new care workers** during their induction period, shadowing them on initial visits

EDUCATION

BSc (Hons) Health and Social Care in Health and Social Care, University of Plymouth, Plymouth

Sep 2021 – Jun 2024

Graduated with Upper Second Class Honours (**2:1, 61% average**).

- Dissertation on the impact of loneliness on health outcomes in older adults living alone in rural Devon, graded **64%**
- Relevant modules: Social Policy, Safeguarding, Leadership in Care, Public Health, Research Methods

SKILLS

Care Plan Development, Rota & Visit Scheduling, Initial & Ongoing Assessments, Safeguarding (Adults & Children), CQC Compliance, Medication Administration (Level 3), Risk Assessment, Family & MDT Liaison, Person-Centred Care Planning, Electronic Care Management Systems, Manual Handling, Conflict Resolution

CERTIFICATIONS

Level 3 Diploma in Health and Social Care, City & Guilds

Mar 2025 – Mar 2025

Safeguarding Adults Level 2, Skills for Care

Sep 2024 – Sep 2024

Enhanced DBS Check, Disclosure and Barring Service

May 2024 – May 2024

LANGUAGES

English - Native

EXTRA CURRICULAR ACTIVITY

Volunteer Befriender - Age UK Exeter

Jan 2023 – May 2024

Visited **3 isolated older adults** weekly for companionship and support with everyday tasks.

- Maintained regular contact over **18 months**, with all 3 individuals reporting improved wellbeing in feedback surveys