

29 May 2025

Dear Thompson Health Care Oran Park Recruitment Team,

I hope this cover letter finds you well. I am currently looking for a Healthcare Assistant role at your facility. To give you a brief background of my work experiences and qualification, please refer to my statements below.

I have a background of working as a Critical Care Nurse for 8 years and as an Acute Gastro-intestinal Unit Nurse for 3 years in London.

My experience as a Critical Care Nurse for 8 years involved looking after patients requiring complex multiorgan support. My experience included working in a fast paced and stressful environment requiring good teamworking skills, good communication skills, task prioritisation and delegation, attention to detail and safe work practice and maintaining patients' high standard of care.

Prior to working as a nurse, I worked as a Healthcare Assistant in an Aged Care facility for over 3 years while completing my nursing education. During this time, I was involved in helping the residents with their activities of daily living (i.e. personal care, feeding, grooming and social activities). I valued working and being around the residents as it gave me the opportunity to ensure that they receive a good quality of care.

My work experiences enabled me to show respect, teamwork, compassion, high performance and integrity. All of which are vital qualities/strengths of the role that this facility is looking for. Furthermore, my personal effectiveness, resilience, leadership, and ability to learn and grow will also serve to support your continued organisational efforts. I believe that my strengths and qualifications are an ideal match and will bring immediate value to your organisation.

I have attached my CV for your review and would be delighted to discuss the opportunity further at your earliest convenience.

Yours sincerely,

Sarah Dulay De Guzman
Applicant

Curriculum Vitae

Sarah de Guzman
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Qualifications:

June 2023-December 2024

Qualification Awarded: **Certificate III in Sterilisation Services**

Institution: TAFE NSW

September 2016 – March 2017

Qualification Awarded: **Adult Intensive Care Course (30 Credits at Level 6)**

Institution: Royal Free London/Faculty of Education and Health of the University of Greenwich

December 2012 – March 2013

Qualification Awarded: **Mentorship (15 Credits at Level 6)**

Institution: King's College London

September 2008 – September 2011

Qualification Awarded: **Diploma of Higher Education Nursing Studies with Registration as an Adult Nurse**

Institution: King's College London

Professional Experience:

Date: July 21st 2018 – December 2022

Position: **Senior Staff Nurse (Band 6)** – Critical Care Nurse
Employer Address: Guys' and St Thomas' NHS Foundation Trust
EW2 Second Floor East Wing
Westminster Bridge Road
London SE1 7EH

Roles and responsibilities:

Clinical and Patient Care

- Independently manage a group of patients within the specialty whilst working as part of the multidisciplinary team, delivering individualised and personalised direct patient care
- Demonstrate appropriate practice and specialist advice in the assessment, planning, implementation and evaluation of patient care. This includes history taking, physical examination and the requesting of agreed diagnostic procedures/clinical investigations.
- Responsible for the correct administration of prescribed medication including transfusion of blood and blood products

- Be responsible for assessing and recognising emergencies in the speciality. To interpret information and take appropriate action and to lead others to do the same.
- Act as an advocate for patients within the department, to ensure a patient orientated approach to the delivery of care and to meet standards within the NHS Plan and other relevant guidelines.
- Ensure that patients receive high quality clinical care and a good patient experience, having regard for their customs, religious beliefs and doctrines.
- Recognise and avoid situations that may be detrimental to the health and wellbeing of the individuals.
- To provide leadership, support and guidance to staff in monitoring the planning delivery and evaluation of individualised care.
- Wholly accountable for his / her practice in line with the NMC code of professional conduct and takes every reasonable opportunity to sustain and improve his / her knowledge and professional competence.
- Ensure safe and effective care for complex patients requiring advance clinical skills and responsible for carrying out specialist nursing procedures to area.
- Responsible, for maintaining a safe environment for patients, visitors and other staff within the clinical environment.
- Ensure that sensitive patient records are stored appropriately.
- Ensures the cultural and spiritual needs of patients are recognised and accommodated within resources available.
- Support and enable patients and carers to make informed decisions relating to their treatment and management.
- Participate in case conferences in relation to the management of patients, ensuring the coordination of ongoing care.
- Ensure staff take precautions to minimise the risk of cross infection in relation to the safe disposal of body fluids (including blood).
- A key member of the multidisciplinary team in supporting patients and their carers during the delivery of bad news such as caring for the terminally ill patients and the event of death.
- Assess educational and information needs for patients and families, and devise plans to ensure need are met.
- To be an effective communicator with patients/carers/families regarding disease treatment and management.
- Promote high quality clinical care, and assist in the development of the specialist service, through the use of evidence-based practice and clinical standards
- Provide a seamless, high-quality service from referral through to assessment, diagnosis, treatment and review.

Quality

- Facilitate a high-quality, cost-effective specialist service through monitoring and audit and other quality initiatives agreed by the Trust
- Lead on and participate in key developments relating to the specialty so that high quality patient focused services are promoted.
- Enhance the interface between staff, patients, community staff and visitors
- Develop and utilise information systems to aid regular audit of the clinical

role and to provide a quarterly incidence report for the Health Authority and an annual activity analysis and speciality report.

- Attend and participate in multi-professional team meetings.
- Set, monitor and review standards of care on a regular basis and initiate corrective action plans
Identify and intervene where circumstances contribute to an unsafe environment for patients and staff. To bring instances to the attention of the Sister/Charge Nurse for the area.

Education and Leadership

- Ensure that the learning environment and specialist training is appropriate for both pre and post registration learners and participate in the development of appropriate programmes
- Contribute in the Trust's clinical supervision programme for staff
- Identify and raise awareness of the educational needs of patients and carers and implement appropriate education programmes
- Support and participate in education and training programmes and develop training packages as required.
- To assist the Sister/Charge Nurse in developing a culture that is challenging, stimulating, rewarding and supportive.
- Actively participating in the selection, training, and supervision of the NVQ Clinical Support Workers and ensure that all staff are aware of the assessment process.
- Assess the need for, plan and implement suitable staff development programmes for nursing staff within clinical area to ensure the effective care of all patients.
- Assist the Sister/Charge nurse to ensure that all students and newly appointed staff have identified mentors/preceptors.
- To act as mentor/assessor to unqualified staff and to provide education, advice and support to a team of nurses.
- Ensuring within mentorship that student nurses and post-registration students allocated to the area are given appropriate teaching, support and guidance, in accordance with clinical area/personal objectives and that all documentation is complete.
- Contribute and assist the Sister/Charge Nurse to foster a learning environment within the clinical area.
- To participate in education on a national and international level by attending, presenting at, and/or assisting in the coordination of study days/seminars/conferences etc.
- Aware of the local equipment training programme for staff in relation to the Clinical Negligence Scheme for Trusts and maintain training records.

Research and Development

- Promote and undertake nursing research updating own knowledge to promote excellence in clinical practice.
- Utilise research findings in the delivery of specialist patient care, developing new ways of working and to disseminate relevant information to staff.
- Participate in and be aware of other clinical research trials for patients
- Participate and contribute to audit and research within the specialty in

collaboration with colleagues.

Management and Leadership

- Provide a leadership role model and demonstrate specialist knowledge and high standards of clinical practice and provide support or advice when necessary.
- Develop the role according to patients changing needs and research findings, within the resources available.
- Maintain accurate records of the clinical service and ensuring that confidentiality of information is adhered to.
- Organise own work and manage own caseload and practice, identifying and maintaining supportive networks for self and other staff members.
- To be fully aware of the targets set out in the NHS Plan and Corporate & Directorates objectives and in conjunction with the multi-professional team use the available resources to meet these targets.
- Provide specialist education to members of the clinical team, which facilitates learning and individual personal development.
- In co-ordinating the day-to-day management of the clinical area, delegates duties and care appropriately whilst maintaining overall responsibility.
- Ensures that staffing and skill mix is maintained, at all times, to a level that does not compromise patient safety.
- Responsible for the assessment and subsequent ordering of bank and agency staff within the clinical area including being an authorised signatory for temporary staff
- To be involved in the development, assessment and implementation of guidelines, protocols and pathways.
- To deputise for the Sister/Charge Nurse in their absence

Compliance and Governance

- Take an active role in risk assessment, supporting implementation of strategies to minimise risk. Ensuring incidents and near misses are reported, through promoting a no blame culture.
- Ensure all staff act in accordance with Local, Hospital and Statutory Guidelines & Policies including Health and Safety initiatives.
- Will be familiar with the Health and Safety at Works Act, and be aware of its implications and ensure that local unit and departmental policies are followed.
- Will work in accordance with Corporate Objectives and ensure that all staff are aware.
- Will ensure that the Hospital's policy is understood and carried out with regard to the care and custody of drugs/medications, especially with regard to those covered by the Control of Drugs Act.
- Will be familiar with the ward's fire, manual handling and C.O.S.H.H. policies and ensure that all nurses in the ward are aware of the policies to minimise risks to patients and staff.
- Will be fully conversant with the trust major incident plan, and ensure that all nurses on the ward understand the procedure.
- Take all possible precautions to safeguard the welfare and safety of staff, service users, visitors and the public, by implementing all policies related to health, safety, security and risk.

Communication

- To create an environment that fosters good communication between patient and health care professionals, that meets individual's needs.
- Be an effective communicator and be a role model in liaising with the community and other members of the health care team.
- Provide support mechanisms for sharing good practice within the Ward/Department and Trust wide.

Date: February 2014 – July 2018

Position: Staff Nurse (Band 5) – Critical Care Nurse
Employer Address: Guys' and St Thomas' NHS Foundation Trust
EW2 Second Floor East Wing
Westminster Bridge Road
London SE1 7EH

Roles and responsibilities:

Communication

- Communication is a fundamental process to ensure continuity and high standards of care. It includes sharing ideas, information and feedback in order to empower patients and members of the health care team.
- Utilises a variety of strategies to communicate effectively with patients and those involved in their care to optimise the patient's journey and ensure an informed decision-making process.
- Liaises closely with other wards and departments, maintaining good communication to ensure continuity of patient care.
- Accepts responsibility for establishing and maintaining productive interprofessional working relationships

Clinical practice and decision

- Assesses, plans, implements and evaluates patient care and makes changes as necessary according to competency level.
- Safely administers prescribed medication and monitors effects.
- Ensures documentation is accurate and up to date, informing senior clinical staff when abnormal changes are detected.
- Demonstrates an enquiring approach towards patient care.
- Educates and supports patients and relatives.
- Ensures patients' views are taken into account in the decision-making process.
- Participates in the development of the ward/departmental Philosophy of Nursing and conveys this within practice.
- Provides a high standard of nursing care to critically ill patients.
- Develops his/her advocacy skills on behalf of critically ill patients.
- Demonstrates sound principles of caring for ventilated patients
- Identifies actual and potential problems, which can regularly present in ventilated and critically ill patients.

- Identifies patient needs using the current nursing model and plans and administers care in an effective manner.
- Achieves I.V. Certification for Administration of Drugs to critically ill patients.
- Achieves competence in the safe utilisation of the ICU's specialist equipment.
- Seeks assistance and reports problems promptly to ensure patient safety

Personal and professional development and training

- Actively participates in team meetings.
- Engages in preceptorship, where appropriate.
- Develops an understanding of clinical supervision programmes.
- Improves clinical practices through reflection.
- Identifies and pursues own educational and professional development.
- Undertakes relevant training to build upon competence within Critical Care
- With the help of his/her mentor, devises an action plan, which will facilitate the development of patient care skills resulting in the need for decreasing levels of support.
- Demonstrates recognition of his/her own limitations in the critical care environment such that a safe patient environment is maintained.
- Participates in the individual performance review process as part of individual professional development.
- Assists with the development and professional growth of students (pre and post registration) and orientees.
- Participates in the Critical Care shared Governance programme.

Date: October 2011 - February 2014

Position: Staff Nurse (Band 5) – Gastro-intestinal (GI) Unit

Employer Address: Guys' and St Thomas' NHS Foundation Trust
11 Floor North Wing
Westminster Bridge Road
London SE1 7EH

Roles and responsibilities:

- Ensure that safe, effective and holistic patient care is delivered
- Assist patients to fulfil the activities of daily living
- Assess, plan, implement and evaluate individual programmes of care in partnership with patients and relatives/carers
- Accurately observe patient's condition and initiate appropriate action
- Administer medication safely to patients, including IV and Controlled drugs
- Actively participate in effective discharge planning
- Maintain accurate, timely patient records and relevant data collection
- Communicate effectively with patients, visitors and staff
- Communicate effectively with all members of the Multi professional team.
- Participate in patient/carers education e.g. advice about patient's condition/needs, health promotion.
- To safely use clinical equipment relevant to own work area.
- Have training to order investigations and blood tests within scope of practice.
- Undertake venepuncture and Cannulation as appropriate, once trained also any specialist clinical skills as may be required by the area.

- To proactively utilise and implement all infection control policies within the Trust, ensuring effective use of personal protective equipment, hand washing/decolonisation between activities and adherence to isolation procedures within your daily practice.
- To challenge any member of staff not undertaking correct infection control procedures, and to educate staff members in the correct procedures if required escalating as appropriate

Date: June 2008 – September 2011

Position: Healthcare Assistant

Employer Address: Speirs House

1 The Chesters, Traps Lane, New Malden KT3 4SF UK

Roles and Responsibilities:

- While encouraging independence, support residents with their personal care needs (i.e. washing, bathing, showering, shaving, oral care and getting dressed)
- Assist residents during mealtimes in accordance with their care plan. Completing food chart and fluid chart as required.
- Report to the nurse in charge of any changes in an individual resident's condition and any other pertinent matter.
- Report any accidents or unexplained injuries immediately to the nurse in charge for both staff and residents alike and ensuring that the appropriate documentation is completed in a timely manner.
- Adopt a person-centred approach when carrying out duties, ensuring engagement with residents as appropriate.
- Work collaboratively with colleagues as part of a team to ensure that our residents are cared for in a kind and supportive way.
- Ensure that all residents are treated with compassion, kindness, dignity and respect and are protected from abuse and avoidable harm.
- Inform the Manager of any compliments, complaints or concerns made by a resident, visitor, or member of staff, in a timely way.
- Understand and promote respectful, kind, and compassionate behaviour with colleagues, residents and all whom visit the home and to communicate professionally and warmly with visitors and relatives, and other health care professionals.
- Work with colleagues, ensuring residents' care, treatment and support achieves good outcomes and promotes good quality of life.
- To be aware of the need for safety always and never to leave equipment unattended, reporting any repair or restoration, as well as faulty items of equipment to the home manager so to ensure that all equipment is maintained in a clean, safe, and serviceable condition.
- Ensure that all moving and handling tasks are completed in accordance with the resident's care plan and in accordance with your training

Registration History: Adult Registered Nurse

Nursing and Midwifery Council

Date Registered: 26th July 2011 - 31st July 2023

Gaps in Employment/Registration:

January 24, 2023 to present: Relocation from United Kingdom to Australia.

References: Available upon request.