

**WEST SUSSEX
NEEDS MORE
CARE WORKERS!**

Consider a career in care

If you're passionate about people and feel you want to make a difference at work, then consider a career in care. In this supplement we tell you everything you need to know about working in care in West Sussex.

**INTERVIEWS
FOUR WEST
SUSSEX CARE
WORKERS TELL
THEIR STORIES**



**“
Being a care worker
is the most rewarding
job we've ever had.**”

West Sussex County Council is committed to encouraging more people to take up this most rewarding and satisfying work.

Over the next few pages we explore what it's actually

like to work in care, speaking to four people who tell us what they get out of their work each and every day, how they got into it and why others should do the same. We'll also try and help answer

your questions; explain the benefits and opportunities there are to working in your local community; and give you more information about where to start finding your new job.



MYTH BUSTERS

Adult social care is not a job for men

A career in adult social care is for anyone, regardless of age or gender

It's all about working with old people

Adult social care offers opportunities to work with all people aged 18 and over

The hours are unsocial
Social care is needed 24/7, but that doesn't mean you have to work 24/7

People who work in health and social care are poorly paid

The average salary for a Care Assistant is between £12,000 and £16,000 a year

It's just a job where you wipe bottoms and feed people

Not all jobs involve personal care, there are lots of varied roles in adult social care



Karen Halford

Care Home Registered Manager



Why consider a career in care?

Once you've started, it really does open up avenues for you. We've got people working for us doing nursing qualifications; one member of staff has recently signed up for a midwifery course.

What does your role as the home's Manager entail?

I allocate the day's work to the care staff, and check whether any hospital visits are arranged, plus things like doctors' visits, hair appointments. When that is done, I might then plan training or handle enquiries for placements and new customers. It could also be a visit to a client to do an actual assessment.

What makes you get out of bed in the morning?

It's a lovely place to be. Everybody has an off day at work, and some of the residents and our domiciliary clients have off days too. But they appreciate what we do for them. When you see them, you see the smile you put on their face. That makes everything worthwhile. If you can make a difference to someone's life, you should do it.

What would you say to those undecided about a job in care?

You've got nothing to lose by trying it, it's all to gain. We have a young woman coming to work with us as an apprentice. She didn't know what she wanted to do but now she'll get full support from a training company and do a care certificate with us. That will give her 12 weeks of really good grounding into care, then she'll go on to do her Level 2, Level 3 QCF (Qualifications and Credit Framework) in care, health and social care. She's going to spend part of her time in the care home, part of her time with domiciliary, so she gets the opportunity to explore both avenues.

And she's already really enthusiastic about it because she feels she's now got a path to follow.

Is there one example that makes you glad you chose to work in care?

Some of the special things we do for the people here are amazing. A few weeks back, the granddaughter of one of our ladies got married. She was invited to the wedding, but wasn't able to attend because of her health. So we had the wedding Skyped into the care home. All the ladies dressed up with their hats, their fascinators - it was really lovely. We had a two-tier wedding cake made, and prepared a wedding breakfast. All the residents were invited and it was just like her being there. Everybody was just so thrilled with it - it was amazing.

She was so proud, to see her granddaughter on the big screen. And you can do that in a care environment. It's lovely.



Kerry Duley

Domiciliary Care Coordinator



You spent 17 years caring in the community before this position, so what's the change been like?

Well it's 9 to 5 these days. I sort the rotas for the domiciliary care clients (looking after someone in their own home) and staff, along with dealing with social services, staff issues, training, etc. Having done 17 years in the community, I know what it's like on the other side! It was a natural progression.

So there's definitely the chance to progress?

I've built a really good career out of it! I've done lots of training, gained qualifications and it's a really good career path now. There's a stigma attached to care work but you can use it as a platform to build a career on. You can go into nursing, social work - all sorts of things once you've got your social care qualifications.

Then, if you want to further your career, you can also go down the management route like Karen has. There's a lot that you pick up here that you can actually use outside of work. It's a good career builder.

How did your initial move into care come about?

I used to be a hairdresser and I had a family member that was a Deputy Matron in a care home and I used to go in weekly and do the residents' hair. They were short staffed and she said 'Would I fancy trying care?'. I did training, a couple of shifts and I've not looked back.

Is there one example that makes you glad you chose to work in care?

For me, I think the wedding that Karen mentions was really special. The look on her face when she saw her granddaughter walking up the aisle was fantastic.

We also care for one lady in the community, who had suffered a severe stroke. But she's so independent; she lives on her own and copes really well. Her favourite way of hearing from her family are the postcards that they send. So now, all of her regular carers send her a postcard when they go on holiday.

1.63
MILLION



Kristine Cooper
Care Support Worker

“ What appealed to you about a career in care?

The hours were brilliant and worked well around my children. Initially, I did night shifts so I could be around for them in the day. And you can normally adjust your hours quite easily, as carers are needed 24 hours, 365 days a year.

I had been made redundant from my previous job too, which was on the road and travelling a lot, so this was great for me because it was close to where I live.

Describe a normal day for you?

I come in every morning and get a handover from the night staff. We'll find out how the residents have been in the night and if there's anything we need to know regarding their care.

We're then allocated residents that we need to care for during the day, and I'll look after them and make sure all their needs are met until we hand over to the night staff again.

When I first started I never thought I'd do any sort of personal care or anything like that, that just wasn't for me. But I don't even think about that now, it's just general day-to-day work.

Do you enjoy working so closely with the residents?

Definitely, they're like family really. You're here in a home environment and it's like getting out of bed to see to your mum or dad, in a way, where you've looked after them for so long. They're just so pleased to see you and chat to you. I tell them about my family too - and bore them probably!

Is there one example that makes you glad you chose to work in care?

Mine are the little things. When I go on holiday, I always bring back some sticks of rock or fudge for the residents and they really appreciate it. It makes me happy that I can make that small difference.



Kelly Johnson
Domiciliary Care Support Worker

“ So what's different about 'domiciliary care'?

We go out to individual clients. It is the same kind of care that Kristine has mentioned, but it's all done in their own homes. Some of it is personal care, food shopping, taking them to appointments.

We also reach the wider community with re-enablement work, which is short-term contracts with individuals in the community to try and re-enable them to be able to live independently again if they've been in hospital for a long time. It's very varied.

This role is a bit of a change compared to your last role, what inspired you to go for something different?

Both of my parents had carers at home. I was working in the legal profession for 12 years before we moved here.

The care support worker was a job that worked around my children really easily. I saw what my parents got from having carers and thought it would be something I'd like to give back.

And what makes it special for you?

The clients. When you meet them regularly, spend time with them; you really get to know them.

If care is something you want to try, but you're worried - because there are aspects of the job that aren't always pleasant - you've just got to give it a try. You can really make a difference.

Is there one example that makes you glad you chose to work in care?

It's just the little things. All the little thank-yous, the little bits and pieces that eventually become one big thing. We look after one lady who knits; she makes us hats, bags - phone cases! It's their way of saying thank you and we see the difference it makes.

6,000

The additional people West Sussex needs to work in the care market to meet current demand

700

The total number of care providers in West sussex

3.01
MILLION

The number of people we expect to be working in adult social care by 2025

The number of people who work in adult social care across England



QUESTIONS AND ANSWERS

Why choose a career in care?

- You enjoy working with other people
- You are a caring person who wants to make a difference
- You may have previously worked in care and would like to try a different aspect of care work

What qualities do I need to be a great care worker?

- Treat people with respect and dignity
- Be a good listener and communicator
- Be reliable
- Be able to follow instructions and procedures
- Have an understanding of other people's feelings

What are the benefits?

- No two days are the same
- You don't need qualifications to start working in adult social care
- You can build a career
- There's a variety of job roles
- It's flexible - you could work any time of the day, any day of the week
- Opportunities to gain qualifications, for example, people who start in the care sector will work towards gaining their Care Certificate (a set of standards that social care and health workers stick to in their daily working life)
- You can specialise in a particular area, such as dementia

Where could I work in care?

- A care home
- From someone's home (domiciliary care)
- Out in your local community
- In your own home (Shared Lives scheme where people come to stay with you)
- Or consider volunteering

Who might I work with?

- Older people
- Young adults
- People with a physical disability
- People with a learning disability
- People with mental health needs
- People receiving end of life care
- People with a sensory impairment
- People with drug and alcohol dependencies

How much could I earn?

- Each employer will vary in how much they pay their staff but if you're good at what you do and develop yourself, you will be able to progress quickly into senior roles that pay a higher salary
- In some cases, free or subsidised accommodation is provided. Certain shifts may have a higher hourly rate
- The average starting salary for a Care Assistant is £12,000 a year. With experience, qualifications and extra responsibilities this could rise to between £18,000 and £21,000.

“
Care work gave me the career change I needed. It's better than I imagined.

A former accountant



How can I find out more and apply?

www.westsussex.gov.uk/jobsincare • jobsincare@westsussex.gov.uk



Or search for jobs by visiting your local Jobcentre Plus or contacting care providers in your area. Securing a job in the care industry is dependent on passing a Disclosure and Barring Service (DBS) check which the care provider will organise with you.



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