

Name: Shannon Smith
Job Title: Carer
Company: Lucerne
Hometown: Livingston



I thought a lot about care work but heard so many bad stories about care that I was very apprehensive and a little frightened of starting work. I should not have been, working at Lucerne is fantastic.

I have the same 7 clients that I go to every day I am on shift. Its normally 4 times a day I visit them - mornings, lunchtime, teatime and bed calls. Generally, my day-to-day role involves helping clients to get dressed, assisting with medication, helping with mealtimes, cleaning up so that the house is tidy, chatting and providing reassurance, assisting clients to get ready for bed, securing the house at night time and making it safe. I follow my training and look for signs to see if the person is not well, or indeed getting better. I write up everything in the communication book.

Care work is not about doing things for people, it's about supporting them to do it for themselves. As a carer I want to ensure they are well taken care of, but my main role is to support their independence, to enable them to stay at home, where they are happy, where they are safe.

I was trained really well in a classroom to start with where I was given all the hands-on practical skills that I would need to be a good carer. I was then shadowed into all my calls by an experienced carer, who knew all the clients. I was able to apply my skills in clients houses whilst still be supported and guided by an expert.

By the time I was ready to start on my own, I was scared but I was also confident that I could do the job well, I knew that I had all the support of other carers and the management behind me. They wanted me to do well, I really felt part of the Lucerne team.

I have learned so many skills - patience, understanding, communication skills, empathy, confidence, self-belief, accuracy, teamwork, planning, crisis management, thinking on my feet, confidence, decision making.

There are lots of bits of the job that I enjoy but I really love listening to all my client's stories about their lives and their families. I absolutely love my job, I start work each day looking forward to meeting all my clients, I go home in the evening and I am still smiling. My family say I am like a new girl. They are so happy for me. Knowing that my clients appreciate what I do, especially during the pandemic - a simple thank you, a squeeze of my hand, a card from a client that has difficulty writing, honestly makes me feel so special and lets me know they care about me too.

I am proud to be part of a dedicated and professional organisation that changes and saves lives. My clients are at home, staying safe, keeping well. If dedicated carers did not do this, what would happen to them?

Would I recommend a job in care? YES 100%. It is the best job in the world. Don't listen to the rubbish that is spread about. I would say – do it. Look for a good company with a good training record. Go online, look at reviews, then apply.

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