



A Resident's story

A real opportunity to make a difference... every day

Have you ever realised what a difference you could make to the life of another person. Your friendly, calm and common sense approach will give you the opportunity to make a positive impact in a job where no two days are ever the same.

A day in the life of Gladys - a resident



I used to look forward to my retirement so I could sleep in. Now I always seem to wake up before 5.30 in the morning, I guess it's because I can catnap during the day if I want to. I put on the radio today and hear the pips at 5.00am.

Frank, is on nights this week he pops his head round the door to see if I would like a cup of tea. He's back within minutes with a cuppa and friendly banter. He tells me he finishes his shift soon and he's going on holiday to Spain today, hope he'll have better weather than here.

I love the view from my room, I can see the hills in the distance and the birds jostling for food on the bird table in the garden.

“ There's always someone different to talk to. ”

The carers usually change shifts at 7am. There's always someone different to talk to and some really great characters and friends. I like to talk to all staff and find out what they do. We all have key workers here and Muna helps me out. She helps me wash and dress. It's not as easy as it used to be. I think because she is so chatty and friendly I feel at ease with her and she's got the patience of a saint which she needs as I'm always asking questions.

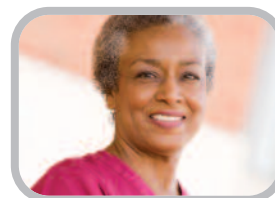
Breakfast is usually served at 8.30am. When I first arrived I had breakfast in my room, I think because I was unsteady and not very confident about meeting new people. Muna and the other carers were great they gave me lots of encouragement and support so I eat downstairs with my friends now.



The cook Brenda comes to see me to order my lunch and tea from today's menu. I ordered macaroni cheese for lunch and roast chicken for tea. She asks me if I am happy with the meals she cooks.

I'm 87 years old and she encouraged me to eat Salmon for the first time three weeks ago and now I love it, she says she'll put it on the menu next week with new potatoes and peas. She makes fantastic cakes most afternoons, my favourite is carrot cake but I shouldn't really eat it, I only have a little as I have diabetes. My daughter comes to see me, I am sure she only comes when it's chocolate cake that's her favourite you see.

I've asked Brenda what it is like cooking for us. She tell me it's busy, full of variety and very hard work. She says she speaks with all the residents and asks them their likes and dislikes, designs a nutritionally balanced menu, orders the food, cooks it and cleans up. She says she loves it though as we all appreciate her cooking.



Around 9am I go back to my room as Sheila, the community nurse comes to see me in the mornings, to check my blood sugar levels and blood pressure.

She is lovely and given me lots of advice which has helped me get more confidence to start managing my diabetes better.

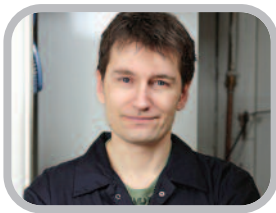
My sugar levels are generally stable, so I must be doing something right. The staff do keep an eye on me though as they know I have a bit of a sweet tooth.



Lillian, the house keeper has been a great help to me here, we have the same sense of humour and we always joke as she makes my bed and changes the towels for me.

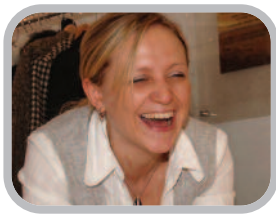
She always shares the stories about her family; these are always quite exciting as she has 6 children and 13 grandchildren.

Her life is always busy yet she makes me feel so special. She tells me she enjoys this job, she says she used to clean offices but this is much more rewarding, she says it's still hard work, but having contact with other people and building relationships makes it much more worthwhile. She told me she's just been on a course called C.O.S.H.H. so she can handle chemicals safely and she's going on one next week about lifting properly. She also helps out in the laundry and says that gets a bit hot but she loves to see clean and crispy white bedding.



Paul, looks after maintenance here and is changing a couple of light bulbs and has brought his West Highland White terrier dog, Peg in today, she gets lots of fuss from all the residents and staff.

He also looks after the garden too and does a great job, it's full of wild flowers and scented blooms it's always colourful even in winter. Today it's sunny and a few of us had tea in the garden.



Sam the Activities Co-ordinator organises different activities for us. On Wednesdays a reflexologist visits I used to have treatment before on my feet but Louise works on our hands, it's nearly as good.

It's my favourite today, we have a quiz and Brenda is demonstrating cake decorating. Later we'll have cake and tea and the children from the local school are coming to visit, so we'll eat Brenda's cake yum...

“ Her life is always busy, yet she makes me feel so special. ”

I was worried when it first became apparent that I would need some care support, but my fears soon disappeared when I moved in here. All the staff are friendly, supportive and understanding; they have made the move very stress free and I'm still near my local community, so I have regular visits from my daughter and her family and friends from the community.

Gladys – Resident.

Could you help residents like Gladys?

Working closely with people, means every day is varied and unpredictable, sometimes it can be a little emotional. Flexibility and adaptability is vital, as everyone is different and needs a different approach.

Overall, you will be supporting the people in our care to gain or continue to lead active, independent and fulfilled lives.

Frank - Care Assistant

- Provides care and support
- Builds relationships with residents
- Assists with housekeeping
- Ensures safety of residents at night

Brenda - Cook

- Prepares, orders and cooks meals
- Orders stock, rotation and stock control
- Manages budgets
- Plans menus

Lillian - House Keeper

- Provides a quality housekeeping service
- Keeps up to date with safety regulations
- Assists with laundry duties

Paul - Maintenance

- Maintains building, equipment, gardens
- Carries out fire alarm tests
- Ensures equipment/chemicals are handled correctly

Sam - Activities Coordinator

- Plans and organises activities for residents
- Encourages residents and staff to be involved
- Carries out activities in a safe manner

Do you share our values?

- Putting People First
- Making a Difference
- Excellence through innovation
- Commitment to communities

If so you could join us and enjoy a long and happy career. To find out more visit our website www.accordha.org.uk