



Quality Care in Your Home

**With Right at Home
It's #MoreThanCare**



Right at Home Camden

CareGiver

SARAH

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I'm Sarah and I'm a CareGiver for Right at Home Camden. I started out my career in care by working in a nursery. I'd always felt drawn to taking care of people and working in a nursery felt like the natural role for me once I'd left school. But after a few years, I realised there was something missing. I didn't like it as much as I thought I would. Still wanting to work in care, I looked to the other end of the spectrum and applied to work in elderly care and I've loved it ever since. I was working for another homecare provider as a live-in carer for an elderly lady who had really onset, advanced dementia, and both myself and the Client's family weren't happy with how care was administered by this company. Right at Home was brought in to help cover my breaks, and I could tell just from how they interacted with the Client and her family that they were much better, much more person-centred, than my previous company. It didn't take long for both myself and the Client to switch to Right at Home. Since then, I've never felt more supported and comfortable at work. With Right at Home, I'm able to up-skill into clinical care and provide a higher level of care for my Clients which is just amazing; and now that I'm pregnant, I'm training to work in the office team for when I come back from maternity leave. It's not an easy job, being a carer, but with Right at Home you know you have the support system to cope with difficult days.

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Right at Home
Quality Care in Your Home

Inspected and rated
Outstanding
Care Quality Commission


ALISON WOODEN
RIGHT AT HOME SOLENT
OFFICE MANAGER

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I’m Alison and I’m the Office Manager for Right at Home Solent. Generally, I spend most of my time looking after the office, keeping it organised, all that sort of necessary stuff. But I go a bit deeper than that. I do supervisions as well. I’m a wellbeing and mental health first aider. This means that I’m involved in a lot — even though I’m not care-based, I’m care-based for my CareGivers. I look after nearly 120 carers and am always making sure their wellbeing is fine so that they can continue doing their amazing work. They now all know that they can come to me, my CareGivers, with anything. I’ve walked through wind, rain, snow. I’ll always meet them, they don’t need to meet me, I go to them. I couldn’t do it without the support of Right at Home. Working here is one of the most amazing experience I’ve had in all the jobs I’ve ever had. You’re not a number, you’re a person. You’re part of a family. I couldn’t think of anywhere else I’d want to be.

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ALISON
Office Manager
Right at Home Solent

JO

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My name's Jo, and I'm a CareGiver for Right at Home Alton & Bordon. I've done office work for over 40 years for a Christian charity and following the pandemic, I thought, 'I'm approaching 57, now is the time, if I'm going to take something new, to take the plunge'. So I spoke to my neighbour who had some care experience and I thought I'd give it a go myself. Just a few hours a week and see how that goes and, before long, I was loving it. Absolutely loving it. Every day was so much different and I thought 'this is so much more rewarding than office work'. It was a very easy decision to move to becoming a full-time CareGiver at Right at Home. I really resonated with their approach to care and the ongoing supervision and training is really helpful. I've recently started to run the Singing For The Mind group, which is primarily aimed at people living with dementia and those who care for them, and I just love seeing the joy in their eyes when they recognise a song, and they can sing it out loud. They've told me how it makes them feel uplifted, how it triggers powerful memories for them. It's just...a wonderful thing to be a part of. Someone once taught me, always look at whatever you're doing, whether it's a job or a relationship, is it giving you life is it taking life away from you? And, for me, working at Right at Home is definitely life giving. You never feel alone, you never feel out of your depth, you always feel like you're right at home.

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I'm Kaynat, and I'm the Field Care Supervisor for Right at Home Cardiff & Newport. As a Field Care Supervisor, most of my time is spent in the organisational side of care. When new Clients come into the company, I do the initial assessments, make sure everything's okay in the home where they want to be receiving care, and I just find out every little detail about them, anything they would like to be included in their care. Then I process that all and start to work on a care plan with the CareGivers who we have carefully matched with that Client. After that, I do the check-ins, Client reviews. It's really impactful, actually, to be able to see how their homecare has improved a Clients overall wellbeing in those few months since I first met them. Especially since I've progressed from a CareGiver into the more office-based role, I don't get to administer care as much but being able to see that change in Clients is amazing. To me, quality care starts from that first interaction and making sure that the Client feels comfortable, has everything they need, and that every CareGiver is then going above and beyond for our Clients. And you can tell, because all of our Clients, whenever I see them, they have these massive smiles on their faces. Some Clients can't even believe that they're receiving such good care, especially ones who've had bad experiences before. It's hats off to the CareGivers really, they're the ones on the front lines, making that difference every day.

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KAYNAT
Field Care Supervisor
Right at Home Cardiff & Newport

Right at Home Bournemouth & Poole

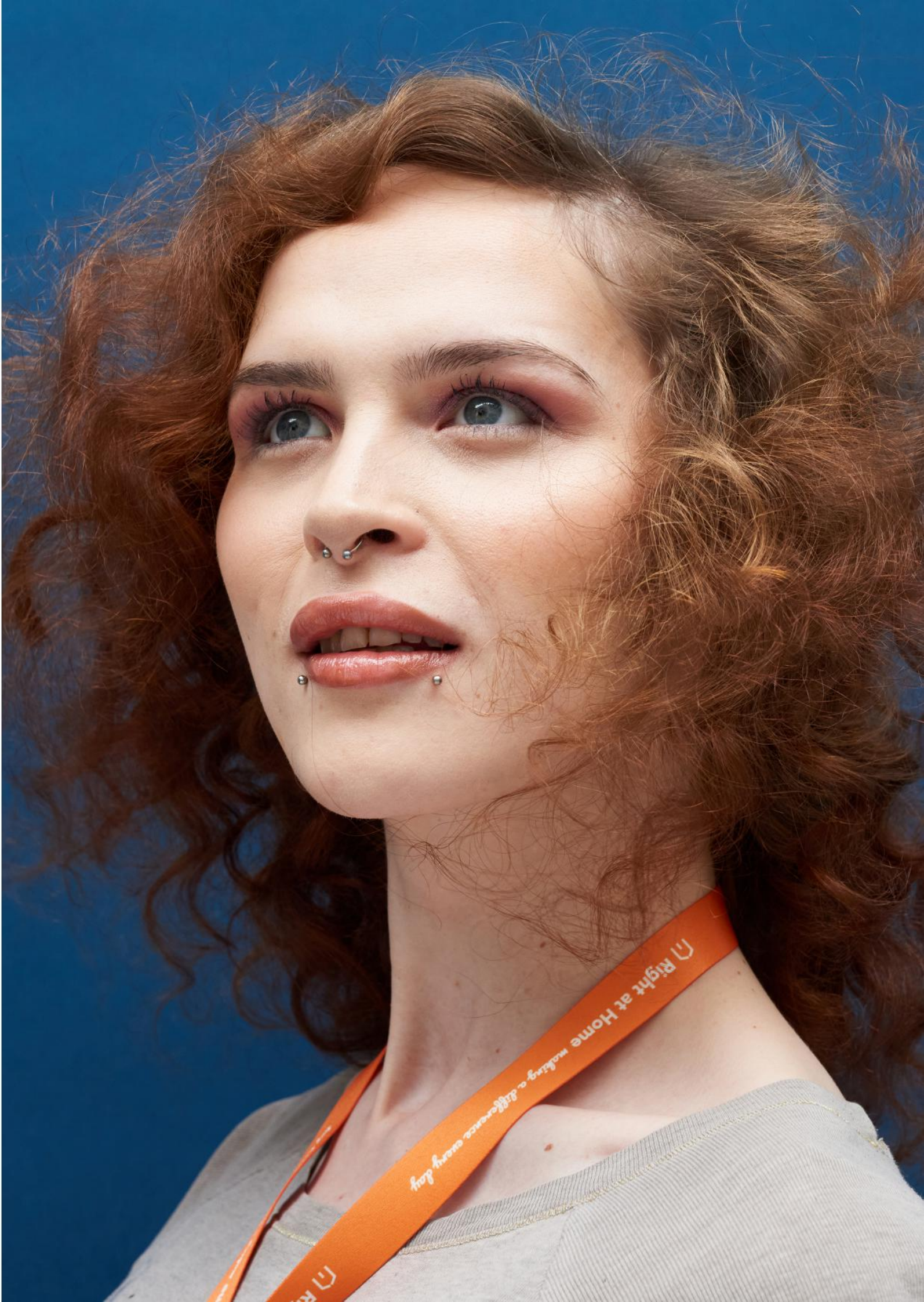
CareGiver

CRUELLA

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I'm Cruella, a CareGiver for Right at Home Bournemouth & Poole. I was a young reckless, restless seventeen year old lost soul and I didn't have any direction in my life. All I knew is that I wanted to do something for other people, and I was asking 'what can I do to better the world?'. So when I was looking for jobs, I was thinking 'do I work in a shop? That's not my destiny. Do I work in an office? That's not my destiny?' Anyway, something about the role of a carer just...jumped out at me. I applied and, since then, I've never looked back. With Right at Home, they've been amazing from the beginning. They offered me support with my health needs while I'm going through transition and, beyond that, they're interested in helping with my professional development as well. Right at Home put their carers and Clients first. This is the most amazing, magical team experience that I've ever had, especially in a world where it can often feel quite lonely. I come to work and I feel as though I'm seeing all my friends. I think if anyone is unsure about working in care as a member of the LGBT community, I would say that the point of care is about caring. I think that should always be at the forefront of any carers mind. Be yourself, be courageous, and you will care and be cared for.

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My name's Stephen and I'm a CareGiver for Right at Home Alton & Bordon. I worked in care years ago, as a sort of odd job whilst exploring other avenues. I ended up as a site foreman and site manager, then I worked for TfL at Heathrow Airport, but I'd always had a dream for Italy. I moved out there and taught for a few years then, after Covid, came back and was keen to return to working in care. I always knew this is what I wanted to end my working life doing, I enjoy helping others and making a difference. Being able to have those longer call times with Clients and get to know them beyond the basic tasks, it's what I really enjoy about Right at Home. You have the time to build up that rapport with Clients, and you feel like you're really helping them on every call. They come out of their shells, they're more receptive. And what I also like is how Right at Home encouraged re-enablement as much as possible when applicable, encouraging Clients to be as independent as they can with the support when needed. It helps them feel more in control of themselves and their care and you can really tell. The family members are extremely grateful to us too and they can really see that difference in their loved ones.
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S CareGiver
STEPHEN
Right at Home Alton & Bordon

Care Operations Manager

Right at Home North Cheshire & Leigh

CLARE

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I'm Clare. I'm the Care Operations Manager for Right at Home North Cheshire & Leigh and Right at Home Lymm & Warrington South. I always knew I wanted to do some form of care and when I left school at seventeen, I went straight into nursing. While I was training, I worked at numerous hospital across the North West, and then stayed within the NHS for several years. I took a career break when I started to have a family but six months in, I came across an advert for Right at Home. It was part time, flexible, and even though my background wasn't in homecare, I was interested in finding out more. I ended up joining as a CareGiver on sixteen hours and it snowballed from there really. Very quickly I worked my way up to Senior CareGiver, then Deputy Manager, probably within the space of about twelve months. Then, after passing our CQC inspection with an overall rating of 'Outstanding', I was promoted again and have spent the last five years growing the team. I don't think I could go back to working in a hospital now, not after seeing how much better it is to keep people at home. They're encouraged to be mobile, it helps their memory, they can eat the foods they like. It's just a better environment for people to receive care in when they have the opportunity. We're able to offer consistency, long calls, and adapt to their needs as they change. Now with the Clinical Care training we have, our CareGivers are able to help even more. They're high-skilled workers, offering high-quality care, with the unified want to keep people at home where they want to be.

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Franchise Owner

VERONICA

Right at Home Harrogate

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I’m Veronica, Franchise Owner of Right at Home Harrogate. I started out as a domiciliary CareGiver when I couldn’t find work in my qualification and was looking for something that I could find satisfaction in. I love looking after people and being able to do it for a job was perfect for me. What’s more is I discovered that there is really exciting career progression opportunities available in the care industry, so I took new qualifications, worked in different settings and stepped up the ladder before I joined Right at Home as a Registered Manager at the Ilkley office. I realised very quickly that Right at Home is a place where your passions are recognised and you’re encouraged and supported to go further. There’s a sense of togetherness, a sense of wanting to do the best by Clients and Caregivers. Right at Home really look after you. If you’d have asked me ten years ago where I thought I’d be, I wouldn’t believe that I’m now owning my own business with Right at Home. The care industry now gives you the opportunity to do something you love, to go into work and make a difference every day, and you can progress personally and professionally too. I love how care has changed me as a person.
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Right at Home Maidenhead

NAVEED

CareGiver

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My name's Naveed, I'm a CareGiver at Right at Home Maidenhead. Before working in care, I had a number of other service jobs. I've worked in airports for Qatar Airways and, most recently, I was a retail supervisor. But I wanted something where I was able to have more flexibility to spend time with my wife and daughter. So I was looking around and I was recommended a role in care. It intrigued me because I had some experience looking after my grandfather when I was younger. So I applied for it and soon I was working as a CareGiver. Obviously I had a little bit of care experience, but the training provided made me feel confident and comfortable administering it to new Clients. Now, a few years later, I'm really enjoying looking after people for work. It can be stressful, sometimes, but with Right at Home, I don't feel any stress. I know I have the support of the office if I need it, I'm able to take time with administering care and support, and I'm able to have the flexibility around my personal life that I wanted. It's perfect.

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