

A black and white photograph of three women in winter clothing. One woman in the center is wearing a hat with a flower. They appear to be outdoors, possibly on a walk.

Being a personal assistant a rewarding career

Kelly and Elem

Kelly and Elem are both personal assistants. They support Anne, an elderly woman, who lives with her husband Robert in Watchet, Somerset.

They support Anne with a range of care and support needs including;

- helping Anne to get up and ready on a morning
- sorting out medication
- sitting and chatting with Anne whilst she has breakfast
- assisting Anne in and out of her wheelchair using a hoist
- helping Anne to get ready and get into bed on an evening
- helping with laundry and housework
- socialising with Anne on an afternoon. This could include watching TV, visiting the local farm, meeting friends and family or shopping.

Getting into social care...

Kelly previously worked in retail. After being involved in a car crash and receiving care and support herself, she decided to find a role where she could help people and make a difference. Although she had no qualifications or experience of working in social care, she decided to apply for the role after hearing about the job by word of mouth.

After school, Elem completed her level 1 and 2 qualifications in childcare. She decided she wanted to move into adult social care and so found the job working with Anne, where she could also complete here level 3 diploma in health and social care.



 **To anyone considering working as a PA, I'd definitely say go for it! It's a very rewarding career** 

Training and development

Kelly and Elem have both completed lots of qualifications and training to support them in their role.

Whilst working with Anne, they have both done training on:

- using a hoist
- dementia awareness
- stroke awareness
- food safety
- first aid.

As well as training relevant to their role, Kelly and Elem have both done their level 3 diploma in health and social care and Kelly is currently working through her level 4 diploma, funded by Skills for Care's individual employer fund. She hopes this qualification will help her fulfil her future ambitions to manage her own care home.



Completing qualifications has given me more confidence so I can provide better care to Anne

Why they love being a PA ...

Kelly and Elem love being PAs because they can really see the difference that they can make to Anne's life. **Kelly says:**

I like to see the smile on Anne's face and the difference I can make to her life, making it possible to live her life the way she wants and take part in the things she wants

They both have a great friendship with Anne and Robert and find the work rewarding.

There's plenty of times I've left work feeling uplifted ... it's very rewarding to help other people and see how you make a difference to their lives

Kelly and Elem enjoy working as part of a small, close team to support Anne. They also support each other well and they are all friends. Kelly and Elem have worked together with Anne for a few years and have a great friendship.

It's nice to see that my hard work means Anne can get a better quality of life

More information

If you want to hear more from Kelly and Elem about being a PA, watch their video at www.skillsforcare.org.uk/PAscasestudies