

A black and white photograph of two women, Tuija and Charlotte, looking at a document together. One woman is wearing a dark sweater with 'OO LA LA OO LA LA' printed on it. The background shows a room with a door and some framed pictures.

Being a personal assistant a rewarding career

Tuija and Charlotte

Tuija and Charlotte are personal assistants for Sheena, who has advanced dementia. They support her to live in her own home by:

- helping Sheena get out of bed
- assisting Sheena to get a shower and get ready on a morning
- making Sheena's meals and assisting her to eat them
- helping Sheena go to appointments such as the hairdressers and opticians
- keeping Sheena company whilst watching TV
- supporting Sheena with her mobility by using a hoist and wheelchair
- helping Sheena go out into the local town
- staying over when Sheena's family goes away on holiday.

Getting into social care...

Tuija had no previous experience of working in social care, but her values, attitude and passion for the job meant she was successful in getting her role as a PA.

Tuija worked in the city for 25 years but found her job wasn't fulfilling what she really wanted to do. She says:

When I turned 60 I decided to do something that made a difference and that's when I decided to become a carer

Charlotte had worked in a caring role previously. After becoming a full time mum, she decided to become a PA because of the flexibility of the role.



Training and development


Tuija and Charlotte have both completed training relevant to their role including

- health and safety
- hygiene
- administering medication
- moving and handling.

Throughout her career in care Charlotte has done lots of training about specific health conditions including dementia, behaviour that challenges and mental health.

Both Tuija and Charlotte are doing the Diploma in Health and Social Care. Tuija enjoys this as it teaches her about things she wouldn't have otherwise known about, such as legislation.

They would like to set up their own bespoke care home in the future, looking after three or four individuals. Charlotte would also like to look into becoming a social worker.



It's a must for any carer to want to learn. When you come into someone's life, you need to have this training

Why they love being a PA ...

Charlotte and Tuija both find the job very rewarding. Charlotte says

It's really rewarding to see that [Sheena] can carry on with her life the way she wants to

And after 40 years of working in a variety of different roles, Tuija says

I love the job! It's the most rewarding work I've ever done in my 60 years

Tuija finds that although she gives a lot to the role, she gets a lot more out of it.

You'll make a difference to someones life, but they'll make a bigger difference to yours

More information

If you want to hear more from Tuija and Charlotte about being a PA, watch their video at www.skillsforcare.org.uk/PAcasestudies