

## **Salutem Shared Services**

I'm Lynette, I'm 44 and have just finished my level 3 in lead adult care. I started this as I had just had a promotion to senior support worker; I work in supported living and support 5 fantastic IWS. I decided I wanted to further my knowledge in care as it's something I have always been passionate about. It's a career I have stepped in and out of most of my working life, I kept coming back to it as no other job gave me the satisfaction of knowing I made a difference to a person's life. So, I started my level 3 in lead adult care back in August 2023; I found studying again at my age a bit of a struggle however my personal tutor was great, and I persevered. Then in June 2024 I had to have a break due to personal health issues, and again the training provider was really supportive.

Then in August 2025 I picked up where I left off and with the support of my tutor, I flew through the level 3 in lead adult care and before I knew it, I was ready for my EPA. Talk about being nervous, I hadn't done anything like this since school last Millennium, crikey I feel old. Anyway, again with the support from my tutor we prepared for this, she did mock tests with me and a mock discussion, then the day came for my actual EPA discussion and oh did I waffle on, I honestly thought I had completely messed it up, but to my surprise I actually passed my whole qualification with a distinction.

I feel 100 times more confident in my job role now and have found the support of the team I work with amazing. I absolutely adore my job and am so glad I made the decision to complete the level 3.

My name is Jaime, and I work in adult social care as a Lead Adult Care Worker. I completed my Level 3 Lead Adult Care Worker apprenticeship in 2025, alongside my role supporting adults with a range of needs. My job involves providing person-centred care, supporting wellbeing, leading by example, and ensuring high standards of care are consistently met.

I decided to start an apprenticeship in adult care because I wanted to develop my skills properly, gain a recognised qualification, and better understand the responsibilities of my role. I have always been passionate about helping people, and the apprenticeship felt like the right pathway to grow both professionally and personally while continuing to work.

The apprenticeship training and support were very good. I felt supported throughout my learning, with clear guidance, regular reviews, and constructive feedback. The training helped me link theory to real-life practice, which made a big difference in how confident I felt in my role.

To prepare for my end-point assessment, I stayed organised, reviewed my portfolio regularly, and made sure I understood the key standards and criteria. I also reflected a lot on my daily practice, using real examples from work to show my knowledge and skills. This preparation helped me feel confident and ready.

Like many apprentices, I faced challenges along the way, especially balancing work, study, and personal life. At times it was demanding, but I overcame this by managing my time better, staying committed, and asking for support when needed. Having a clear goal kept me motivated.

Overall, I would describe my apprenticeship experience as challenging but extremely rewarding. It pushed me to grow, reflect on my practice, and aim for higher standards in the care I provide.

Through the apprenticeship, I gained strong knowledge in person-centred care, equality and diversity, safeguarding, leadership, communication, and health and wellbeing. I also developed confidence in decision-making and supporting both individuals and colleagues.

Completing my apprenticeship has had a huge impact on my confidence and career. I feel more assured in my role, more respected professionally, and better prepared for future opportunities within the care sector.

My qualification is viewed very positively by my employer and colleagues. It demonstrates commitment, competence, and professionalism, and it shows that I meet recognised standards within adult social care.

My advice to anyone thinking about starting an adult care apprenticeship is to go for it. Stay organised, stay committed, and don't be afraid to ask for help. The learning is valuable, and the qualification truly opens doors.

Now that I have completed my apprenticeship, my next steps are to continue developing my skills, take on more responsibility, and progress further within adult social care. This apprenticeship has given me a strong foundation for the future.