

Care in Scotland it's life changing work

Aileen Scott Hamilton, Support Worker

"Good challenges are supporting the ladies to learn new tasks and often being able to have a laugh while doing so."


Aileen's role is to help people in her care with all daily living tasks and personal care. Read her story here.


Tell us a bit about the service you work in

I am part of a small team who support two ladies in their own house. 24 hour care for one elderly lady and semi support for a younger lady who requires support with cooking, shopping and household tasks.

Have you always worked in social services? If not, what did you do before?

I worked in a care home before entering full time study at art college.





What made you choose the career you have now?

I did some volunteer work with people who lived in hostel accommodation doing art work with them. I was unemployed after graduating and was asked to apply for care work as I had some experience.

Can you tell us more about your job?

Lone working supporting both ladies by following their support/care plans with all daily living tasks and personal care.

Can you give an example of something that you are working on at the moment?

Writing seasonal newsletters (winter/spring/summer/autumn) with news about what activities/outings the ladies have been supported and involved in. The ladies decide what they want written about and what photos to include before it is printed.

What qualifications do you need for this job?

Required SVQ3 which I gained while working in this job.

Can you explain who else is on your team?

Five support workers, one assistant manager, one manager and one area manager.

Do you work with other professionals and in what ways eg health, teaching, justice?


I work with all relevant outside agencies eg social care manager to organise and write reviews, council repairs for house, all health related departments and anybody else that the ladies need to contact.


What part of your job motivates you and why?

Working with the ladies, especially supporting and encouraging independence where possible. One lady is now managing her own medication but previously staff had to watch her taking medication.

What are the best bits about your job?

When my shift allows a choice of activity on the day, dependent on weather. Summertime is good for this and usually turns out to be relaxing time.





What are the challenges, good and not so good that you face in your job?

The challenges tend to be with the ladies behaviour and at times continually seeking staff or loud verbal behaviour.

Good challenges are supporting the ladies to learn new tasks and often being able to have a laugh while doing so.

In what way is your career in social services rewarding?

Supporting the ladies and watching how they progress in being more independent and their enjoyment in achieving a task they previously could not perform.

Can you explain the skills and qualities you think are needed to do the role you're doing?

The ability to be flexible, patient, computer literate, trustworthy, approachable and be confident in your own ability. Also good interaction between yourself and people who use services.

Has your job opened up new learning and development for you and if so what kind of things?


I have refresher training in several areas including first aid, mapa, moving and handling and health and safety. Any new training available and specific to project.

How would you see your career progressing?

If I progressed I would like to retrain in another area of the job.

What would you say to someone thinking about a career in social services?

If you're unsure, try working in various departments before deciding where you want to have a career. Do not go into a care job expecting to know the people who use services after a first visit, it takes time for them as well as yourself.





Is a career in care the career for you?

Try our interactive resource, **A question of care: a career for you** to see what a career in care is like. At the end you'll receive a detailed personal profile that tells you if you've got what it takes to join us!

You can hear from people already working in social care, early years or social work as they talk about why they love their job and what a difference they make to someone's life. And find out about the many different types of jobs and areas you can work in.

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