

# Care in Scotland it's life changing work

**Arlene Macfarlane,  
Personal Carer**

**"I'm able to provide the right level of support to enable people to remain in their own home for as long as they can – that's where they want to be"**



**Read Arlene's story about working as a personal carer with Falkirk Council.**

**What type of service do you work in?**

I work in Falkirk Council's care at home service, we support (mainly older) people to be able to remain in their own homes by providing short visits with the level of support they need.

---





## Can you tell us more about your job?

---

Most of the people I support are elderly so if they are unable to answer the door they have a key safe which I use with the code to go into the house. I have a smart phone to tag in with and this records my visit on the roster system – this means that staff in the office can see where I am and how long I spend in each visit.

At each visit I check the personal plan and after the visit I write up anything relevant in their communication book so the next person going in has up to date information.

In the morning I support people with their personal care, (help them to get out of bed and wash and dress themselves if needed). I do some meal preparation with them and might prompt them to take their medication. For some people I provide support with their catheter care or eye care.

When I make lunchtime visits I support people to prepare lunch and sometimes I'll prompt medication and provide any personal care they might need. I tidy up dishes etc and leave them comfortable with everything they need within their reach. Teatime calls are much the same.

In the evenings I'll assist the person into their nightwear if they need some help. If they want some supper I'll help with that and make sure everything is secure for the night.


It's my responsibility to inform the manager of any changes and to liaise with MECS (Mobile Emergency Care Service) when required.


I work 25 hours each week although this can vary if I'm asked to do some extra work.

## Who else is in your team?

---

A number of personal carers, two senior carers, a social care officer and a home care manager. There's also resource coordinators who schedule the calls on the system and link that with our smart phones.





**What part of your job motivates you and why?**

Being able to provide the right level of support to enable people to remain in their own home for as long as they can – that's where they want to be.

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

One of the biggest challenges is making sure that communication reaches everyone it should – our new system is really helping this. The other challenge is when colleagues are unable to work, for example if they are unwell. Covering that work can have a knock on effect on service users.

**In what way is your career in social services rewarding?**

By providing the support they need, I'm helping people to stay in their own home.

**Has your job opened up new learning and development for you?**

I'm currently working towards my SVQ but have done other training such as moving and handling training, health and safety, protection of vulnerable groups and data protection.

**How do you see your career progressing?**

I want to achieve my SVQ and perhaps in the future, when my children are older, progress in the service but I'm really happy in my current role.

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

I think my type of job is great for people who have families because the hours can fit around the family. It's a really rewarding job and you never get bored! You feel part of a team.

## **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.

**For more information on careers in social services visit [sssc.uk.com](http://sssc.uk.com)**

**For more job profiles from across the social service sector visit [ssscnews.uk.com](http://ssscnews.uk.com)**

