We Care Rachel video transcript

I’m Rachel, I work for Bridge Start which is part of the Community Resource Team.

Bridge Start is an assessment team where we assess people in the community with their care needs.

It’s a six week short term service, well, up to six weeks, and our team leaders review the needs then and if the individual does require care they go onto an agency then or with some of our service users, they become independent.

This year now I’ve been working for Bridge Start for five years, I really enjoy the job, it’s fulfilling, you meet some really, really nice people and it’s nice helping them, they need that bit of help and it’s lovely.

I got a bit fed up with the job I was in, I was working nights regular and I needed a change and I seen the job advertised and to be honest, if it was years ago I would have thought, I can’t do that but whereas now I’ll give it a try and I love it, it’s the best thing I ever did.

It’s advertised as 20 hours, but it’s not very often I have the 20 hours, the overtime is there if you want the overtime to help out to cover extra shifts.

The co-ordinators in the office as well, they help you out a lot, you’ve got your whole year diary of when you can book your holidays so you can plan in advance, it’s a flexible job, it’s very flexible.

I think you’ve got to be easy going, don’t take offence, because some people, when you first go into somebody they’ve never had care before, you’ve got all these strangers coming in, the family might not like it, which is understandable because you’re invading their private space and it’s reassuring people, you’ve got to be empathetic and have a caring nature I suppose.

One thing I love about this job is the training, it’s continuously updated and funded by Bridgend County Borough Council as well which I’ve just done my QCF level three in health and social care and you’ve got progression if you want it as well.

I’m a relief co-ordinator which is the planning of the rotas and the calls for service users and if I wanted to go up to do my team leading QCF I’ve been offered the opportunity of doing that as well, so you can go further in your career if you want to.