

## A day in the life of an Extra Care Support Worker

**Caroline joined Optalis over eight years ago, she currently works in our Extra Care service in Wokingham. The service has 19 flats, with some residents who receive care support packages. We spoke to Caroline about her role as a support worker.**

Caroline explained that she usually works either a 7:00am to 2:30pm shift or a 2:30 to 9pm. Caroline described her morning shift to us so that we could understand what her role involved.

"I start the day with the team on shift, we get a handover from the night staff and discuss anything that needs to be done that day. I also read the comms book to update myself.

We are given a call list and go and do the calls. Working in a fixed location means that I know everyone's needs across the service and can support any of the calls. This might include personal care, assisting with medication, laundry, supporting a person to get ready to go to an appointment.

We also do welfare checks for the resident's who do not receive a care support package, where we check in on them during the day to make sure they are ok.

The calls we are given are based around the care needs of each person, we have to flex and adapt depending on the person's needs that day. We are usually allocated six people a shift, and two to three of those people we support with another carer on a double up call. The team

work well together and we can always call on each other if needed. By 10:30am everyone's morning routine is generally done and I can take a short break.

At around 11am, we support the residents with their morning routine, from assisting with toileting, to helping people to choose and prepare lunch. Some people need a bit of support to use the microwave and we have some people who need support to eat and drink their meals. It is really varied and each call is different.

After lunch we do a bit of house work and domestic calls before heading back to the office to do handover, write the care notes and record anything in the handover book, and then it's time to head home."



**"It's a great team, everyone's really supportive. You learn a lot and grow as a person. There is a good support network if you want to train and progress but there is no pressure to."**

