



Shining Moments

“I am a care giver”



Manchester

ageUK

a relationship for life

Age UK Manchester is committed to ensuring that Manchester's older people live longer happier lives and that their carers have the time to pursue the interests of the loved one in our care and that everyone who receives our support is treated with dignity, respect and kindness.

These are the heart-warming letters from just a small number of our wonderful carers.

Home care shining moment

I realised how much I loved working with older people, the moment one of my ladies held my hand so tightly and said thank you for being so patient and kind, I realised it wasn't just my job, it was a pleasure.

I felt my actions made a positive difference to the life of an older person when talking and taking a gentle exercise class, every single person smiled, laughed and chattered away all the way through the session and thanked me for making them feel alive again.

I feel music is universal and has a positive impact. One lady loves only classical, I'm putting John Holt on the CD player in the morning and Mrs O walked in, took off her hat and coat and stayed up dancing, it was lovely to see.

One touching moment for myself was when assisting a lady with personal care with the simple act of an uncomfortable undergarment. Helping to make her feel comfortable lady said it had been bothering her all day she couldn't thank me enough.

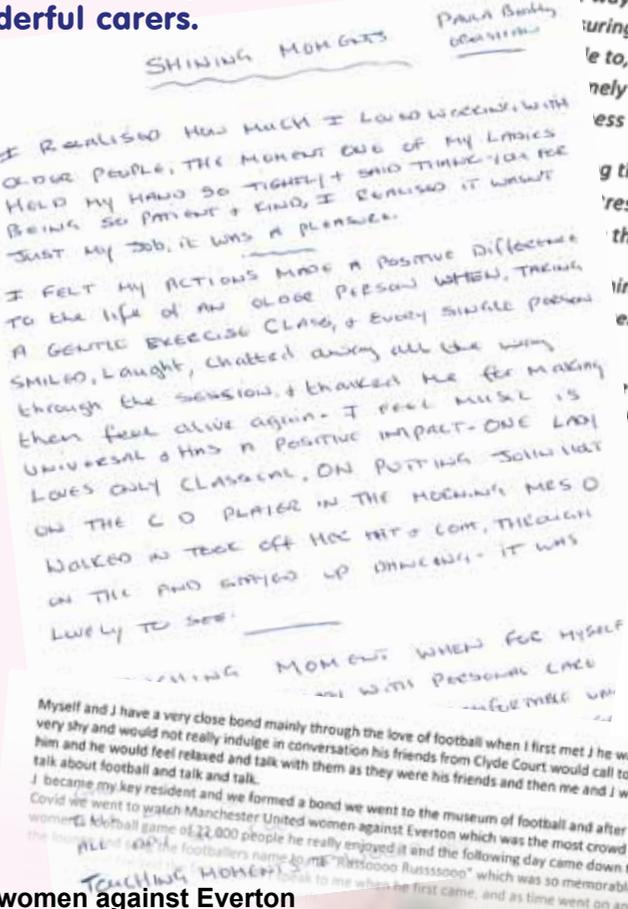
A touching moment, I would hope if I need at any time in my life, that I'm treated in the way I care for others: respect, dignity, my opinions want and needs to count, listened to and to be treated kindly.
Paula Bentley

We went to watch Manchester United women against Everton

Myself and J have a very close bond mainly through the love of football when I first met J he was very shy and would not really indulge in conversation his friends from Clyde Court would call to see him and he would feel relaxed and talk with them as they were his friends and then me and J would talk about football and talk and talk.

J became my key resident and we formed a bond we went to the museum of football and after Covid we went to watch Manchester United women against Everton which was the most crowd at a women's football game of 22,000 people he really enjoyed it and the following day came down to the lounge and sang the footballers name to me "Russoooo Russssooo" which was so memorable as J is an arsenal fan and the fact he didn't speak to me when he first came. As time went on a close relationship formed between us.

Mark McEwan



I am a care giver!
Most people think my role is to wash and dress residents. Feed them and put them to bed.
What people don't see is that I'm the one who hugs them close when they are calling for their mum holding their hand when they are lonely and afraid. Listening to their worries and fears, just being there to reassure them that everything is okay.
Throughout the pandemic this has affected staff residents, friends and families in a huge way. I myself have built up an incredible bond with many family members, reassuring them with being in close contact to their loved ones where they have been unable to, that their physical and emotional needs are met. This has been an extremely emotional time for all concerned. Frustration anger, sadness has been felt by all.
Knowing that I can stop the tears from a lonely resident or calming their distress, warms my heart and gives me comfort in my career choice as a carer because these feelings are more than any monetary value.
In my role as GFS Co ordinator I take pride that every single resident receive every possible request. Ensuring that they all have the best care, then I can keep that warm feeling in my heart.

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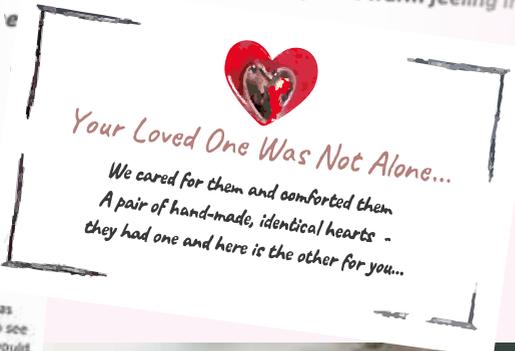
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Knowing that I can stop the tears from a lonely resident or calming a relatives worries and distress, warms my heart and gives me comfort in my career choice as a carer because these feelings are more than any monetary value.

Also within my role as GFS co-coordinator I take pride that every single resident at end of life receive every possible request. Ensuring that they all have the death that they wish.

So from the beginning of their life at Holmfield, till the end, I will continue to ensure that I provide the best care – then I can keep that warm feeling in my heart.
Sharon Latimer.

A token I made by Sharon Latimer for families and friends of residents who have passed.



I know I've made a difference is somebody's life

Growing up I never thought I would work in a care home; it is something that has never interested me as I thought I would feel way too isolated and there was no escape. When I was 18, I started to do home care and it taught me so much about myself and my ability to care for others. After years of being in home care I felt it was my time to leave, I lost passion for my job due to the lack of care and respect from management, on the off chance I applied for Holmfield and was nervous as it is not something I felt comfortable with and didn't want to be in one place all the time. Coming to Holmfield was such a huge change and I was blown away with how different things were to what I initially thought. I have always had a very good knowledge of my job and feel that I have the upmost respect for the elderly, but being here has made my knowledge grow and grow.

I love to sing, but although I can't, any chance I have, I will sing. Singing to the residents in Holmfield is my favorite thing to do. I love that song brings everybody together, no matter what song you play another person will always know it. To see how happy people get singing really fills me with joy, you could be having a bad day and there is one song that can change it all. I have started to make each resident in Holmfield a playlist of their own through Spotify, so whenever they want to have a listen it is easily accessible and everybody can join in and sing songs together.

Karaoke day is my favorite day in Holmfield, we sit in a circle and one by one the residents like to take it in turns to sing, we have most people up on their feet singing and dancing and the room beams with happiness. Every day is a moment that makes me realise what I am doing is right, to be respected by a resident is a very special thing. More special when a resident has dementia and you still have an impact, to see their face light up when you walk in a room is a very special feeling and I hope someday everybody can feel the feeling of being needed by

On the way their faces said it was "brill"

I have worked for Age UK Manchester now for about 15 years and I love my job in what I achieve.

I put a smile on my service users faces. These are people that live on their own and don't have much communication with anyone. They are confused and alone. So we pick them up in the morning and they start smiling when we tell them they are going to the Day Centre and getting out for the day. They are so happy. This is when you know your job's rewarding.

Some years ago we took them to a farm for the day, and let me tell you, that day brought tears to our eyes. To see their faces light up when they were able to see all the animals and feed the baby lambs with milk bottles. They were so happy. They went on tractor trailer to see the Meerkats, the big birds and they all went do the cafe for fish and chips and cups of teas. We got back on the couch when it was time to go home and on the way their faces said it was "brill".

This is why I do my job, what more can I say. On a Sunday I look after a young lady for eight hours, which is rewarding. If I can help someone who needs help, I am the one.

Sharon McCabe

somebody needs that help. There have been many challenging days for myself in Holmfield and I know everybody can be very overwhelmed both staff and residents. It is not a job for the faint hearted which is why I know I really love what I do and I will continue to do for as long as I can.

Every day is fun, some days more than others, but it's always the unknown and every day is different, it is as fun as you make it. Watching the residents dance is always funny to me, I love how they choose not to walk some days but then play a song they like, and they come to life. Twisting, turning and shaking their hips, Zimmer frames in tow. Life is as fun as you make it and us as staff are the resident's only hope of stimulation and allowing them to have fun whilst in our care.

I hope when it comes to my time of being cared for, I am treated how I have treated others: I want to laugh and happy cry, I want the staff to treat me like their family and I want to SING. I want to be sung to, I want to dance, and I want to be treated with dignity. I hope people receive this care and understand it is the bare minimum and it's what everybody deserves. I hope people will understand that I am somebody's mother and that I could have dementia and it is not my fault that sometimes I act out of character. I hope I have chance to eat what I want and when I'm hungry I can say so. I hope somebody reads this and if they are not receiving any of the above then it is more than they deserve.

Working at Holmfield is special, being as close as everybody is and understanding each other is something everybody is good at. Each resident is extremely loved and looked after and now I couldn't imagine myself being in any other place of care than this care home. I know I've made a difference is somebody's life and for as long as I continue to my heart is full.

Holly Armitage

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then they all went in the cafe
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The moment I knew I wanted to work in the care industry was my very first day at holmfield 2 years ago. The home was filled with love and care. I knew that this would be the place anybody would want their family to be in. The most rewarding part of the job to me is reassurance, watching a resident going from being in a distressed mood to then having a little conversation and they're back to being fine again. I think that's a really rewarding part. As a carer I like to make sure I do my job to the best of my ability and if that means me going the extra mile then that is what I will do, I also like to ask residents what their favourite singer is or their favourite song and play it for them on YouTube. Personal care and assistance is a given in the care sector but going the extra mile with love and care is what makes the best carer to me. Holmfield deserves every bit of recognition, the staff and the managers are amazing. It is like one big family and there is support from every angle. I'm proud to be apart of such a wonderful team.

Ellie Moran

From my very first day at Holmfield, it was filled with love and care

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Shining moments

I never planned to work in health and social care, it is something that I just stumbled upon. After leaving school I went to college and studied childcare for two years and worked in a bar glass collecting in the evenings. After finishing my course, I knew I did not want to work with children or in the pub!

I needed a job and applied for a number of different opportunities including a care assistant post at Charlotte House Care Home. I went for the job and was offered the post. I was 18 years old and remember my dad telling me I wouldn't last five minutes as a care assistant. I am proud to say I have now worked in health and social care for 22 years, I soon discovered being a care assistant was not just a job but a calling.

I worked at Charlotte house for seven years as a care assistant and was then promoted to a senior care assistant. I loved my time at Charlotte House and gained so many wonderful skills and memories. I still remember my first encounter with the angriest little man called Bill, who threatened me with his walking stick on my first day! This angry man soon became my friend and was actually the sweetest man.

It was in 2007 when the opportunity for an assistant manager post came up at Holmfield. I remember applying for the position. I filled out my application form and then I just left it on the table in my house thinking I don't think I'm ready to move or be an assistant manager. A week or so later I received a phone call from Sally inviting me to Crossacres Day Centre for an interview! My husband had posted the application form without me knowing and I am so glad he did.

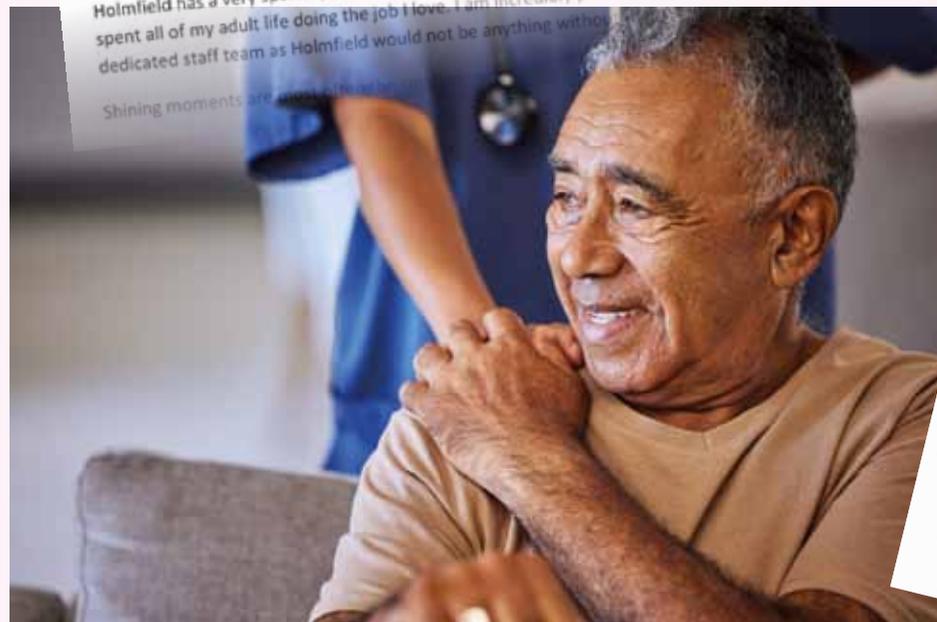
I have now worked at Holmfield for over 15 years and I am proud to say I am now registered manager of the most wonderful home. Everyday can bring a special moment when working with very special people. I love the fact we keep people safe, protected, happy and build special bonds with each of our residents.

Not every day is easy but for every bad day you there's a much better day. When a resident holds your hand and smiles at you or comes to the office and sings you a song or tells you they missed you when you have been off work. These are the reasons I continue to do the job I love and take pride in every single moment.

Holmfield has a very special place in my heart, I am proud to be the manager and I am proud to have spent all of my adult life doing the job I love. I am incredibly proud of my hard working and dedicated staff team as Holmfield would not be anything without them.

Shining moments are most often the small moments that makes a difference to someone's day.

Jenny Wickstead



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Coming to the day centre makes his life worth living

I have worked in Openshaw Day Centre for nearly three years and on my first day I knew I would enjoy my support worker role with the atmosphere being so happy.

I get a lot of job satisfaction every day seeing the service users smiles and them being so happy when we come to collect them to bring them in. One memory that stands out is when a service user told me that coming to the day centre makes his life worth living. Without the centre he would be totally isolated and was very lonely.

The best thing about the centre is hearing the laughter and fun the service users have every day and being the person they look forward to seeing, to chat to you, and tell you all about their day daily lives. Or if there are worried about anything and have no one else to talk to or don't want to worry family. A simple chat can make such a difference.

The team of staff we have is great and we all work together well, so supporting the users and each other to carry out our job role. Management are approachable and often come in and join activities with service users and often, the service users will go into the office for a chat.

Charlotte Mann

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The best thing about the centre is hearing the laughter and fun the service users have everyday and being the person they look forward to seeing to chat to you and tell you all about their day to day lives or if they are worried about anything and have no-one else to talk to or don't want to worry family, and a simple chat can make such a difference.

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Services designed to offer a relationship for life

- Day Care
- Home Care
- Personal Assistant Service
- Information and Advice Service
- Counselling Service
- Residential Care
- Ageing Well Activities
- Planned Retirement

To find out more about these services or to discuss any other way we can help you or an older person you care about, contact us on:

0161 833 3944

www.ageukmanchester.org.uk
enquiries@ageukmanchester.org.uk



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