

What it means to be a Care Worker by Amanda Jones at Sonya Lodge



As a family-run company since 1988, Nellsar Care Homes couldn't care for their 600+ residents without their dedicated frontline team of Care Workers. From Nurses to Domestic Assistants, from Care Assistants to Laundry Assistants, from Business Support Officers to Recreation Well-Being Coordinators, and Catering Teams to Maintenance and Management teams – each and every member staff member is highly valued and appreciated. We wouldn't be one of the UK's top Care Providers without them.

What's in a job title? Read on to hear directly from **Amanda Jones**, our **Business Support Officer** at **Sonya Lodge Residential Care Home**, when we asked her, "How long have you worked in the Care industry and what does being a Care Worker mean to you?", "How has working through the COVID-19 pandemic been for you?", "What challenges has it brought and what valuable lessons have you learnt?", "What do you most enjoy about your work and what have been your greatest care-related achievements?"

*"I have had the pleasure of working at **Sonya Lodge** for over six years supporting the **Home** in an administrative role as their **Business Support Officer (BSO)**. My role is a busy one – working very closely with all my colleagues and senior management team, and of course our beautiful residents who reside here.*

*Over the past few months, the world has experienced (and is still experiencing) the effects and devastation of **COVID-19** and*

the **lockdown** that soon followed. The impact on everyone was exceedingly hard and as our we went into **lockdown**, no outside visitors were allowed into our **Home**. For our residents, this was a very confusing time; living with **Dementia** meant that they were not aware of the seriousness of the situation but knew that they were not being visited by their loved ones or friends.

This also impacted our staff here who all remained very committed throughout this journey; they were experiencing their own personal struggles of not being able to see their family members or loved ones but they carried on regardless.

Our **amazing carers** found they suddenly had the work of two; providing extra cuddles and reassurance for our residents. For me personally, I found myself making extra time to wander around the **Home** and sit and chat with everyone. For those who know me well, I am blessed with my little dog **Roxi (a long-haired Jack Russell)** who has her bed under my desk whilst I work – Roxi will follow me wherever I wander.

Roxi is a little timid but she is the **perfect therapy dog** who enjoys lots of cuddles with our residents; it always amazes me what a calming influence Roxi can have on our ladies and gents whilst she sits on their lap for a stroke or a fuss.

I've always said throughout my role as a **BSO at Sonya Lodge**, I have one goal every day – to put a smile on a resident's face – and this, for me, is achieved in so many ways. Very recently, we had an afternoon tea for our staff and residents and whilst everyone was enjoying their cakes, I noticed one resident observing from afar. I walked up to her and held out my hand, encouraging her to wander with me. I explained that we had a display of cakes and asked her if she would like to choose; to her delight, she smiled from ear to ear. I watched her eyes sparkle and she asked if she could have a fresh cream chocolate éclair. I watched her devour this cake and this followed by the licking of her fingers and a massive hug for me!

These touching moments remind me every day why I work at **Sonya Lodge**. It is very heart-warming to bring a little moment of joy into a resident's life who may be feeling confused or lonely."