

# My best day in work...

from a staff survey in 2019

Doesn't  
feel like  
work

A sense of  
togetherness

Having a  
purpose

Every day  
is so  
rewarding

All of us  
having the  
same goal

It is  
customer  
centred

Banter with  
customers

Every day  
is a good  
day

Working as  
a team

## Challenges in work

Everybody's different.

It can be difficult if a customer becomes ill; sometimes they can go downhill quite quickly. Then you have to adapt very quickly and it can be hard sometimes. It's important to know that they rely on you and you have to remember that although it can be challenging, the positive is that they know you're there for them and that they know you're doing a good job.

Sometimes when you offer personal care, people can be a bit reluctant to come with you. If you build up a bit of a rapport with them, they come into your confidence and they're pleased with how you help them.

You face a lot of challenges in this job, if somebody's poorly, or they're not themselves, you've got to make sure that they're well and that they're looked after.