

# Care in Scotland it's life changing work

**Kyle Mckenzie,  
Assistant Manager at a care home  
service for adults**

**"I would recommend a career in social services. It is such a rewarding career and you meet some incredible people."**



**Kyle decided to choose a career in social services after caring for his grandparents. Five years on and he has already worked his way up to an assistant manager role.**

**What type of service do you work in?**

I work with Blackwood Care at Broom Court, Stirling. The service is for adults with physical disabilities and there are also adults with learning disabilities.

The main unit has 14 residents in it. I also oversee a respite facility and have some responsibilities in the home care side of the business.

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**Have you always worked in social services?**

Yes, I have always worked in care.

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**What made you choose the career you have now?**

When I was younger I spent a lot of time with my gran and grandad. Unfortunately, the older I got, my grandparents both became unwell. My gran suffered from depression and pancreatic cancer and my granddad suffered from throat cancer. I spent a lot of time caring for them.

When they passed away I was at the point of leaving school and pursuing a career. Initially I wanted to work in the police however I decided to give a career in care a go, which stems back from caring for my grandparents.

I worked in a nursing home looking after people with Alzheimer's, dementia, Huntington's and Parkinson's. I thoroughly enjoyed this and never looked back.

In my time at the nursing home I got my SVQ2 and 3. I then moved on to work in learning disability and worked with people that had Prader Willi Syndrome. This was at the only home to support Prader Willi Syndrome in Scotland.

This was a very challenging and rewarding job. I moved up the ladder there from support worker, to shift leader then onto team leader where I started to take on more of a management responsibility. After three years I decided to move on and effectively got a promotion when I joined Blackwood Care as Assistant Manager.

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**Can you tell us more about your job?**

I currently work a shift pattern with a team of five support workers. I supervise and appraise nine staff, this is a mixture of day and night staff. I ensure the shift runs smoothly on a daily basis, administering the medication (also dealing with ordering/returning the medication) and signing out any resident's monies. I deal with any problems that may arise on a day to day basis. I help organise and coordinate staff training. I regularly attend meetings to help improve the care that we provide. I help with the recruitment process, organising and carrying out interviews.

Other aspects of the job may be assisting with the rotas, monthly reports, reporting on repairs that are required and wages. There are many other little jobs that come up on a daily basis.

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**Who else is in your team?**

The staff at Broom Court are excellent. The managers I work alongside, whether it is the regional manager, the manager or other assistant managers, are very approachable and supportive.

The support team provide excellent care to the residents. I am part of a team of six incredible people who always put the people we care for first.

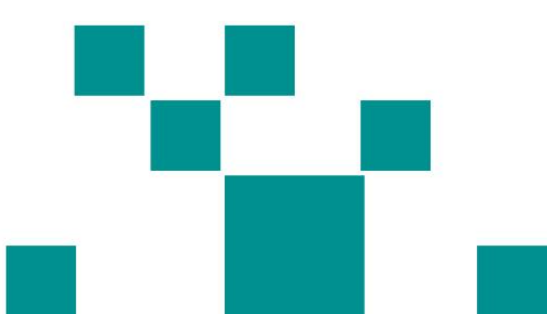
We have managers, support workers, relief support workers, admin staff, kitchen staff, domestic staff and much more.


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**Do you work with other professionals in other sectors?**

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I work alongside many other professionals. This can be doctors, nurses, social workers and much more.





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**What part of your job motivates you and why?**

There are two parts of the job that specifically motivate me. The first being the job that I do can make a real difference to an individual's life. Ensuring they get the best care and support possible. Ultimately ensuring that individuals live to their full potential.

Secondly, I really enjoy helping staff develop. Former managers supported me and gave me opportunities and the confidence to develop and I'm grateful for that as it has helped me get to where I am today. There is no better feeling than seeing an individual progressing.

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**What are the best bits about your job?**

The best bits about my job are seeing the residents happy with smiles on their faces, achieving any goals or ambitions that they may have.

It goes back to what motivates me, knowing I am making a difference to someone's life.

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**What are the challenges that you face in your job?**

The challenges I face on a day to day basis can sometimes be dealing with a resident that is ill and making sure they get the care or help that they might require. Covering shifts at short notice if staff phone in sick.

There's lots of little challenges that may arise such as repairs, any issues the residents may have, staff management issues etc.

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**In what way is your career in social services rewarding?**

The satisfaction payback of my job is huge. You can make a real difference to someone's life.

There's lots of opportunities to progress your career in social services, there's so many different roles. If you're ambitious you can go far.

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**Can you explain the skills and qualities you think are needed to do the role you're doing?**

I think you need to have good staff management skills. You need to be willing to work with both the staff and the residents to build up trust which also means having good people skills and good teamwork.

It is important to have a caring nature and to also be a very patient individual. It is essential to have good communication skills.

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**Has your job opened up new learning and development for you?**

I have had lots of training including SVQ4, mental health awareness, moving and handling, infection control, health and safety and fire awareness.

I will also be starting training on dealing with difficult situations, dementia training, the principles of end of life care and team leading training.

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**How do you see your carer progressing?**

So far I have built myself up to assistant manager over the past five years. I'm only 23 and the next step would be manager. I want to continue to develop, whether it is manager, regional manager or even diversifying to another aspect, like becoming a care inspector.

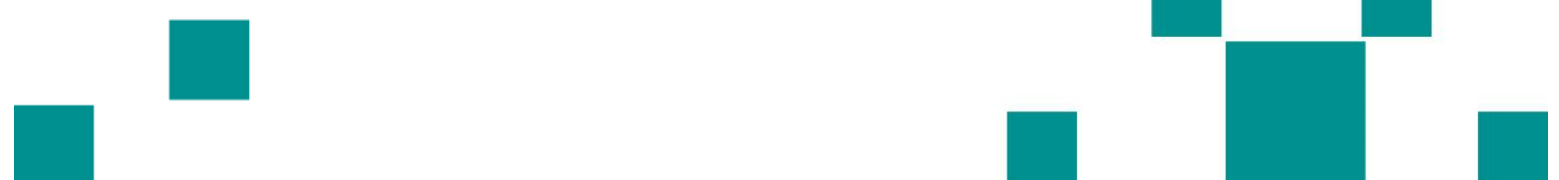
I am really passionate about care and I am enjoying caring for people in a different way now as to when I first started my career.

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**What would you say to someone thinking about a career in social services?**

I would recommend a career in social services. It is such a rewarding career and you meet some incredible people.

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## Is a career in care the career for you?

Try our interactive resource, **A question of care: a career for you** to see what a career in care is like. At the end you'll receive a detailed personal profile that tells you if you've got what it takes to join us!

You can hear from people already working in social care, early years or social work as they talk about why they love their job and what a difference they make to someone's life. And find out about the many different types of jobs and areas you can work in.

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