



Be The Best!

– Maria Tomlinson

Self-Employed Carer Coach

Founder of the Professional Carers Network




Become The Best Service Around!

It's actually really simple to be the best, just focus on being:

- nice,
- kind,
- consistent
- and reliable!

This is how to do it in a nutshell, obvious I know, but sometimes people just need a reminder!







How to be the best:

Be Reliable: Turn up when you say you will do, don't let people down on short notice. They need to learn that they can rely on you.

Over Deliver: Don't rush off because your time is up. When you are able to stay that bit longer then do so.

Be Generous: Bring cake with you if you know the person likes cake. For example it was pancake day this month, and we delivered pancakes to 5 different homes for tea.







Spot Jobs: Do the jobs that need doing without being asked. Offer to do additional jobs like changing the bed, hovering around, mopping the floor, as these are all jobs that are hard as you get older but don't take you any effort to do.


Talk: Remember you might be the only person they see that day. So take your time and have a chat. Be upbeat and happy.


Don't play on your phone! Obvious I know, but worth mentioning this day and age with everyone being addicted to smartphones! Make sure you are fully present in the moment, remember you might be the only person they see that day!






Run Errands: Those small pesky jobs can become big time consuming jobs as a person's health deteriorates. So offer to post parcels at the post office, collect meds, pick up milk from the shop, take someone to a doctors appointment, drop birthday cards off. Whatever it is that may make that person's life a little easier, offer to help.


Create Opportunities: Think outside of the normal care delivery box! If there is a community lunch on see if a few people would like to go, create possible friendships. If there is a group or activity they would like to go to such as dominoes or dancing, offer to take them, drop them off pick them up or stay. (Additional time you work may need to be checked with family members but most families love it if you offer an extra outing that the person would enjoy as it takes the pressure off them for having to provide stimulation) 



Share Your Life Too: Not everyone will be interested so only share with the people that you develop a relationship with. But often you learn all about their life, so they do like to know about your life too. This might mean you take your dog or children to meet them. Or take them to a place you are always talking about. Or bring them a slice of the cake you said you were going to bake.

Interests: Show an interest in what they are interested in. If they follow football ask about how their team is doing, make sure the TV is on the right channel so they can watch football before you leave. If they like gardening show an interest in their plants, comment when they are looking beautiful, offer to water the garden if it hasn't rained for while. You get the idea, show a genuine interest about what is important for them and very likely you will learn something new yourself.





Friendships: Often as people grow older, their circle of friends grows smaller. But they also often struggle to see their remaining friends due to no longer being able to drive, walk or get around in general. Offer to take them to see their friends. Offer to pick their friend up so that they can come and see them. Offer to pick their friend up and then take them out for the day. Anything that would help and benefit their friendships.

Smile!: Make sure you are nice to be around! Smile, be happy, be positive, be easy to be with!






It's actually really simple to be the best service around.

Invest time and effort into building relationships.

Having someone that the person can trust and enjoy the company of, whilst having them care for them too, is a recipe for fabulous care!





Task:

Share with us what little extra thing you have done
that made your clients day?

