



Enquiries!

– Maria Tomlinson

Self Employed Carer Coach

Founder of the Professional Carers Network






First Initial Phone Call/Email

Always be polite when receiving a phone call or email.
When answering your phone to a new number, answer with 'hello, 'your name' speaking'.

We've tried both: getting of lots and information
and also asked for no details at all.

As our confidence has grown we ask less information prior as we are happy to deal with what comes our way. But at the start, we did go into a meeting more prepared knowing quite a bit about the situation. It's best to aim for somewhere in the middle!






Keep It Brief!

But we do aim to keep the initial phone call brief if possible, try and get the basic info you need and arrange to meet in person.

We try and keep phone calls brief for a few reasons:

- You end up hearing about the same thing twice so that is a waste of your time.
 - Different people have different ideas of what is needed
 - They are telling personal information over the phone
 - Detail can make the job sounds far too big!
 - I have small children who I swear have an inbuilt beacon telling them mummy is on the phone!
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What you do need to find out on that first phone call is:

- Location and actual address of the job
- Name of person needing care and the person you are speaking to
- A rough idea of what they are looking for.

For example if they are being hoisted by two people 4 times a day, it's not likely you will be able to do that job so you can stop the enquiry there. But if it's helping to shower twice a week type of need, then it's worth continuing with that enquiry.





What's Your Availability?

Be quite vague about our availability!

We don't like to commit to a job before we have met people, you want a better idea of what the job is and what the people are like.

(And saying 'sorry we can't fit you in after all' is the kindest way to turn down a job.)

Part of being self employed is having the freedom to pick and choose who you work with!






What Do You Charge?

To this response I also don't fully commit, I do answer the question though.

'it varies a little depending on the type of work and location, but as a rough idea, we charge £25 per hour, or £18 for a 30 minute visit'

followed by...

'for that you get your full time, we don't take any time out for travelling time, we don't charge any extra for mileage to get to you, and you know it will only ever be me or Cheryl walking through that door rather than loads of different carers, and we do absolutely anything you need'.






Arrange A Visit

Then you need to arrange to meet at the person who needs supports house with the person that is enquiring.

Try and get an idea of when a good time to meet up is for them, such as after 5pm, lunch time etc.

You don't have to do arrange a meeting there and then, you can say that you need to check your availability and will send some dates and times of when we could fit in a visit to meet you both. We will then either text or email, some options of when we could do the initial visit.





Top Tip!

Arrange a visit fairly quickly, aka within the next few days.

They may need help quickly!

You need to be seen as responsive and quicker than other possible carers!





Task:

Take your first enquiry, find out:

Location and actual address of the job

Name of person needing care and the person you are speaking to

A rough idea of what they are looking for

And arrange a meeting!

