

## Employer support for carer

### Introduction

Caroline is a carer for her daughter Natalie who has epilepsy and a learning disability. Throughout her life Caroline has always had the task of fitting her work around the care that she provides for her daughter. When Natalie was younger, Caroline delivered prescriptions, then in 2003 when Natalie was sixteen, she was able to accompany her mum on her rounds.

Caroline then got a job at a local Chemist, which was great for her career and also meant that Natalie still had the reassurance of her mum being close by.



In June 2002 Mr Lo bought the chemist and has been very supportive of Caroline and her family. The support of Mr Lo and her colleagues ensures that Caroline can still work, support her family financially and most importantly, be there for her daughter.

Mr Lo says *"I think we give support for Caroline whenever she needs it and whenever we can, we try to be flexible with her and the team tries to work round her. Having said that, Caroline is very sensible and never abuses the support we offer to her. As a companywide policy we do not allow mobile phones to be carried while working, we understand that there is a need for Caroline to have her phone with her at all times because Natalie needs reassuring from time to time, we understand that and are happy to accommodate her needs. It is very important to mention that the manager and team play a very important role in supporting Caroline as well, because if she needs to be off work, someone will have to fill in her role and it takes a very understanding manager and colleagues to support Caroline"*.

### York Carers Centre

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Caroline in return is very loyal to the company, works hard and is highly motivated.

Caroline believes that more employers should employ carers, she says *"employers get more back from carers as we are very organised people because we have to be"*.

Natalie sometimes needs to attend appointments and Caroline is able to go along and support her daughter. As Caroline values the support given to her, she will work longer to make up the time.

Mr Lo says *"Caroline is a trusted and valuable member of staff, it is only fair that we offer her support when we can, in return we have a very loyal member of staff who works very hard like the rest of the team"*



Caroline gets on well with her colleagues and finds her line manager in the Chemist very approachable and understanding. Caroline's colleagues have also been known to help raise money for SNAPPY a Charity which Natalie attends.

### Conclusion

Carers have very varied employment experiences, and this case study highlights how employing carers and being understanding can work well for everyone. A key message from Mr Lo for other employers of carers is *"try to be more understanding if you can, the return can be very satisfying"*

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