



 Class of 2020

EAST OF ENGLAND
APPRENTICESHIPS

JOB ROLE

Senior Care Assistant

COMPANY

St Michaels Homes Ltd

COMPANY SIZE

51- 250 employees

APPRENTICESHIP**Level 3 Adult Care
Worker****■ INTRODUCING
GEMMA JONES**

Gemma has a passion for caring for others and this is evident in both her personal and working life. Having completed a Level 2 qualification in 2017 and eager to continue with her development, she began working at Howard Lodge, an elderly care home in Brentwood as a carer before progressing to a senior level. Achieving senior status within the business was a huge achievement for Gemma, as this affected her responsibilities too, allowing her to complete risk assessments, book doctors' appointments and administer medication to name a few.

Happy to admit that she is not the most confident person in the workplace, Gemma said that both programmes helped to link new learning and the knowledge she already had with her day job. In turn, this helped her to grow in confidence in her role. She studied many topics, including specifics around medication and pressure area training, which gave her a broader understanding of best practice at work.





Gemma also particularly enjoyed the training elements around dementia, as this is an illness she deals with regularly amongst elderly residents at Howard Lodge. This gave her a level of insight that she would have lacked and Gemma is grateful for this as it helps her to understand and communicate with residents more effectively.

Gemma's tutor/assessor from Qube Learning told us "Gemma was a role model apprentice, demonstrating excellent communication throughout, attending all appointments, and she has made the most of her learning. I have had feedback from her employer, that she also has this attitude to her training at work, completing everything when asked and always keen to progress further."

In terms of milestones, Gemma commented that completing each segment of the qualification was a mini achievement for her, as she had to wrestle with difficulties presented by Covid-19 whilst completing her coursework. Having been used to face-to-face meetings with her tutor on a monthly basis, the switch to conversations and catch-ups over the phone took a bit of getting used to. Despite this, Gemma explained that she felt well-supported throughout the programme and was able to send a message to ask for support if it was required. Completing the safeguarding exam was also a huge achievement for Gemma, proof she was digesting the knowledge and was able to apply it too.

Today Gemma is a much more confident team member and is 100% comfortable communicating with staff and patients across the business since completing the apprenticeship. As a senior care assistant, Gemma has her eyes set firmly on the next step for progression and is already making enquiries about doing a Level 4 qualification. Currently pregnant, Gemma will take maternity leave from February and look to continue her career development upon her return.

In terms of advice, Gemma stated that anybody considering an apprenticeship should 'go for it, because it's one of the most effective routes for achieving a qualification and bettering yourself'. She states that what she has learned has put her in a great position to move forward with her working life in a field that is so rewarding hence her passion. Recently achieving 'Student of the Month' from her training provider Qube Learning, Gemma is absolutely a shining example of the successes one can achieve when they apply themselves to their work.



