

# The care exchange - Series 1

## Episode 5: You can't juggle all the balls: Carly Rochester

**Hosts:** Pia Rathje-Burton and Ali Rusbridge

**Pia Rathje-Burton 0:07**

Here we go another episode of the care exchange, the Skills for Care podcast for managers in social care. I'm Pia Rathje-Burton.

**Ali Rusbridge 0:14**

and I'm Ali Rusbridge.

**Pia Rathje-Burton 0:16**

Thank you so much for everybody who has given us feedback on the previous episode has been really good to hear that you enjoy the podcasts.

**Ali Rusbridge 0:24**

Yeah, absolutely. We do that one small request, please tell another manager that you might know about the podcast. And if they need it, then you can show them how to access it, too.

**Pia Rathje-Burton 0:33**

Yeah, and please do keep giving us feedback or rate us on wherever you get your podcasts from. Today, we're talking to Carly Rochester from the lodge group care.

**Ali Rusbridge 0:43**

Carly is the manager of a domiciliary care service in Romford, which is actually in my area of Northeast London. And I've known Carly for a number of years. I've always been really struck by her passion for her job. So I'm really looking forward to talking to her today.

**Pia Rathje-Burton 0:58**

Yeah, me too. When you start telling me about her I thought god, we've got to get her on the podcast. So on with the show.

Hi, Carly, thank you very much for coming today. Thanks so much for being part of the care exchange. We're really delighted to have you today. How are you?

**Carly Rochester 1:20**

Yeah, really good. Thanks so much for asking me. I'm really excited.

**Pia Rathje-Burton 1:24**

So I just want to ask you the first of all, what's your journey? What was your journey into care?

**Carly Rochester 1:30**

And I just literally stumbled into care. Like I was young, and there was a local job in the local paper back in the days we didn't have online job ads, and all the rest of it was just the local job and the paper never done care before. Advert said, looking for an experience care coordinator thought i'll chance my arm, how hard can it be? I went to the interview and I've never left the care sector since. So that was



know, if somebody comes up to you, and I say, Look, I need 30 hours It ain't a joke. Do you know what I mean? They need 30 hours. Yeah. So we will do our best to make sure that we can sustain people's work well, you know, salaries as well.

**Pia Rathje-Burton 9:43**

Yeah. So yeah. And that really comes through I was I was doing some research and I saw a member of your staff often said, large group value me so I value them for caring and I just thought that was a really powerful quote from one of your for your staff. Why is it so important to value your staff?



now listen, come on. I'm just checking. How are you? How's things? Yeah, how's things going? Whatever else, we don't just talk about a service users things. I might say, Oh, yeah. Well, my son wasn't well, or blah, blah, whatever it is. And it's good to have those human relationships with people, you know, because I think that's all part of valuing each other. And, you know, I think it falls into me as well. You know, I don't know if I've had a cold or something like that. How are you? How are you? You know, it's nice. It's nice.

**Pia Rathje-Burton 18:06**

Yeah. Makes you feel part of that thing, isn't it?

**Carly Rochester 18:10**

Yeah, yeah, absolutely.

**Ali Rusbridge 18:12**

So totally is it? Is it true to say that your communication has increased because of the pandemic? And you're actually communicating more than you were before?

**Carly Rochester 18:19**

Yeah, absolutely. I think that, you know, because like I said, we went home and we're working remotely, we've definitely made much more of a conscious effort to make sure we are in communication weekly, daily, whatever it needs to be, because it was scary times. Do you know what I mean? And, you know, when everyone was told to go home, their service continued. And, you know, at the end of the day, that they've got a right to feel scared and worried, too. They've got families, they, you know, people have kids and husbands and all the rest of it. We're so reliant on them doing their jobs, and that we, we wanted to make sure that they know that, you know, we was in constant communication, but we were just doing everything we could to make sure they were safe. So like, you know, even in the beginning, you know, on the telly, you know, don't wear masks don't wear this, they wore the full kit from the beginning. And, you know, we we had to do that to keep a stable workforce. So they felt safe. Yeah,

**Pia Rathje-Burton 19:25**

Absolutely. So, you're also involved with a project to upskill your staff with clinical skills. So tell me a bit more about that.

**Carly Rochester 19:34**

Yeah, we did. We was on a pilot for some people with them and and we've got quite a few carers that want to go into nursing. And we're really fortunate that you know, at lodge group, we have a registered nurse that works with us. And we have a local innovation center care city, and they sort of approached us and said, Look, do you want to get involved with it? We we're like absolutely You know, technology is the way forward, you have to emb378.3(h) to make sure they were safvyr(u)4yc. So, you're also involved with







never ever got none of the girls that have ever got touch wood have ever gone into the service users for

**Pia Rathje-Burton 32:11**

Where did the food go to the to your clients?

**Carly Rochester 32:14**

Yes, so we had certain clients that part of their daily routine was to go to the shop, right? They couldn't go to the shop anymore. Because I was in the at risk group and things like that. So we was able to sort of drop around parcels and bags of food and things like that. And I mean, the drawback of it is I've got a client that rings me every week that thinks I'm her shopper. She loves what I get her, and what, um, what the girls in the office shop for and things like that, you know, I had an next of kin the other week saying, you know, you never come round with a pear recently. And I was like, Well, you know, it was a crisis thing. But you know, but you know, and the thing is, is well, you know, if you think you do things

sit in meetings, and I talk about all of the time. Yeah, the nerves just hit me. And I brought a whole bucket with me. So.

**Ali Rusbridge 35:34**

balls, those around you, and even bringing in, you know, like, like I said earlier, the girls in recruitment, and, you know, you have these very sort of identified job roles. But actually, it's really important for them to engage with service users, because they're recruiting the staff to provide to the service users. And I found that so valuable, because you know, they're passionate about Peggy. Now, Peggy is just not somebody that rings up for the back office, Peggy, somebody they talked to, and picking somebody they want to please. So, you know, and yeah, sharing the workload out. So delegation, given people in the organization who wouldn't naturally do the sort of roles or polls or whatever else it is empower them to do so we all have to pull together. And we all have to feel the same that you know, it is such such an important job.

**Ali Rusbridge 38:54**

The hardest thing we can ask you to do now, is trying to think of three words that kind of summarize all the things you talked about today. So what are your kind of three words you leave, leave people leave the listeners with

**Pia Rathje-Burton 39:07**

sort of takeaways,

**Carly Rochester 39:08**

yeah, just the importance of value in your workforce, and the important the importance of empowering people with you know, different skills and abilities and everything like that. And, and delegation, I'll come back to that, again, giving out tasks that you keep hold of that people around, you could likely, you know, at times, do not spit out, these girls have done great, they've done magnificent they've showed me up she'd been holding on to this stuff and they've made it much better. So you know, learn to delegate because if you learn to do that, as well, you know, it helps your own well being I don't feel, you know, i've worked through this crisis. We've had all of these events, staffing issues about 74 people with COVID since Christmas. So in a very short time but I don't feel drained. Because I'm not holding on to all of that stuff. And I was walking around like a washed out rag. Before before I sort of, you know, I've got this little skill set now that, you know, I've got this fantastic team around me that rose to the challenge. And I think empowerment to staff to help them flourish because people stay as well you get, you know, lots of our carers. For as long as I have, and the Office team they've stayed, they don't go anywhere, you know. And I think that's just, you know, all part of that we trust each other. We value each other. And and now I'm much more empowering.

**Ali Rusbridge 40:44**

Thank you. I think there was slightly more than three words there. But yeah.

**Carly Rochester 40:49**

I'm never good at wrapping up.

**Pia Rathje-Burton 40:50**

I was just thinking if I could summarize as I think you're free words for value, empower delegate. Yes. Yeah. That's a great way to finish. Thank you so much for today. Again, you've spoken so many about so many important part. And I think it's really interesting to hear about home care, and how you've



