



# Become a Christies Carer



# A new start, a new direction, or perhaps a return to caring?

## Your Christies Carer journey starts here...

Maybe you've been thinking about training with Christies Care to work with a CQC 'Outstanding' accredited company. There aren't many of us: less than 3.5% of care agencies carry the 'Outstanding' banner, so training with us really is the best investment of your time, skills and passion to be a Christies Carer.

- What's involved?
- How do I apply?
- How does the recruitment process work?
- Is it for me?
- Have I got what it takes to train and graduate as a Christies Carer?
- What then?

Here in our 'Be A Carer' pack, we take you through all the questions you want to ask and some you hadn't thought of and provide you with all the answers.

*'Training with us  
really is the best  
investment of your  
time, skills and  
passion'*



## What does a Christies Carer do?

As a Christies Carer you will live in the home of your client or visit regularly as an hourly home carer, helping to deliver a person-centred care plan to enable them to live as independently as possible.

Our unique training programme will provide you with the in-depth skills and expertise to provide medication management, mobility support, including the use of lifting equipment, personal care and companionship.

You will also be required to undertake light housekeeping duties to include the planning and preparation of meals so some basic cooking skills are essential. Some of our clients also have pets who you may help care for too but this will be discussed and agreed in advance of your placement.



*'Our free two-week induction training programme will equip you with care skills, confidence and ongoing guidance which is unmatched by other live-in care agencies.'*

# Award winning training

**Do you want to help to make a difference in someone's life? You can by training to provide hourly home care or 24-hour, live-in care to enable them to live independently in the comfort of their home, where they are happiest.**

## Join our exceptional training programme

Our award-winning training is what makes us stand out from other care providers. We are one of only a handful of live-in care agencies to be rated **OUTSTANDING** by the CQC thanks to the extremely high quality of the carers we recruit and the excellent, free training we offer.

Our free two-week induction programme will equip you with care skills, confidence and ongoing guidance which is unmatched by other live-in care agencies.

All carers must attend and pass our 2-week induction course which is followed by a 10-unit distance learning programme and an annual 2-day course to update and refresh your skills.

Residential training means we can spend time getting to know you and understand where your strengths are and which clients you would work well with. If you have an aptitude for a particular type of care i.e. dementia, learning disabilities, we can offer further condition-specific training to nurture and develop your skills.

We host our carers over a two-week period at our Runnel House headquarters, a purpose built practical training-centre in the East Suffolk market

town of Saxmundham. We offer free accommodation and breakfast throughout your two-week stay in our dedicated guest house with kitchen facilities.

The 2-week residential training is unique to the industry for a reason, we make sure you are fully trained with the knowledge and practical skills to enable you to care with confidence and support our clients at home. This knowledge cannot be imparted entirely online as many other care organisations do.

Our induction programme also gives you the opportunity to focus solely on your training and to meet members of our head office team and other carers who will be joining you on your journey as a Christies Carer. Many of our carers become firm friends during their stay and look forward to meeting up again when they return for their annual training refresher course.

Whether you are completely new to care or have some prior experience, your time on the programme will ensure you learn everything you need to know in accordance with Christies Care's policies and fully regulated service.

Once you've completed your 2-week training, you will be ready to start caring and meet your first client. That's all it takes, two weeks to start your Christies Care career, but don't worry our team are on hand to support you all the way...



# Comprehensive Training

## What does our induction training cover?

- Medication management – including practical and theory assessments
- Safeguarding clients – including theory assessment
- Health and safety
- End of Life Care
- Safer people including moving and handling, as well as practical and theory assessment
- Bed bath and dressing
- Pressure ulcers, avoidance and care
- Equipment/facilities training and handling for those with a disability
- Continence management
- Disability awareness
- Fluids and nutrition guidance
- Infection prevention, control and theory assignment
- Food hygiene including theory assessment
- Dementia training
- Conflict management, dealing with stress and philosophy of values
- Emergency first aid
- Learning disabilities and Autistic Spectrum disorders
- Christies Care policies and practice
- Administrative procedures to include payments, taxes and NI and self-assessment



The CPD Standards Office  
CPD PROVIDER: 21939  
2019 - 2021  
[www.cpdstandards.com](http://www.cpdstandards.com)



*Christies Care's Induction and Update training have both been accredited by the CPD (Continuing Professional Development) Standards Office. This means that when we say our training is industry-leading, independent experts have verified this statement. Independent experts audit us, so our standards have to be kept high.*



# Carer Support Network

We offer constant support so that we can be confident in offering our clients some of the best carers in the country



*'Your key support team who will be there to provide advice, guidance and a friendly listening ear whenever you need it.'*

Being a carer is highly rewarding but we know it has its challenges too. Alongside free, award-winning training, as a Christies Carer you will have the ongoing, full support of our Carer Support Network. During your induction training we will introduce you to your key support team who will be there to provide advice, guidance and a friendly listening ear whenever you need it.

The Carer Support Network is there to make things easier for you, whether it's at the beginning of your work with us, helping you to adjust to life as a live-in or hourly carer or, in the day-to-day management of your client's home care plan. You will be assigned two members of the team who are on hand to provide support when you want it.

Whether you need advice about medication, guidance on how to cope with a client's condition or just a general chat, our Carer Support Team is available 24 hours a day, 7 days a week.

## Christies Carers community and connection

*We also offer a great community network amongst our carers and keep you up-to-date with a newsletter and carers' website so you can share stories, ideas and important information about your lives as Christies Carers. You can also connect and chat on our Christies Carers Facebook page to find out what it's like to be a live-in carer.*



# So, why should you choose to be a Christies Carer?

## Good rates of pay, flexibility and guaranteed earnings

We operate nationally providing care to clients all around the country and guarantee you can earn a minimum of £6k in your first 14 weeks, conditions apply. [Click to view our 14-week work guarantee for details](#)

Typically, live-in carers earn between £500-£800 per week depending on the needs of their client. You can dictate the length of time you work with each client to fit your work around your own life, we match each carer and client to ensure you both like and work well together.

## Our award-winning training provides you with the knowledge, skills and confidence you need to be an outstanding carer.

As a carer you will encounter many new circumstances. Your client may require hoisting or lifting equipment for mobility. You may need to change a catheter bag or your client may take 20 types of medication at a particular time each day. Our award-winning training team instruct all our carers how to manage these and many other tasks during our 2-week induction programme so you are ready for your first client.

## What makes an outstanding Christies Carer?

Our carers come from all walks of life but what stands out amongst them all is a desire to care and to make a difference in the lives of others.

We are looking for compassionate, and dedicated individuals with strong initiative and a friendly, helpful manner.

Being a live-in carer can be a challenging and unpredictable job, but it is also an extremely rewarding position. Every day, when you care for someone, you will be making a huge difference to them and their family and sharing some extraordinary moments.

A live-in carer can come from any background with any experience. Our carers have been secretaries, bank managers, mothers, fathers, students, nurses, soldiers and teachers. Some have worked as carers previously, for hourly care agencies or care homes, some have no professional experience at all.



*'We match each carer and client to ensure you both like and work well together.'*



*'Our programme will give you all the skills and knowledge you need to provide care and take on your first client.'*

## It's Easy To Apply

Your application begins with a telephone interview during which we have an in-depth chat about you, your experience and desire to become a carer and the tasks involved in this all-important role.

Upon successfully completing the telephone interview, your application is then passed to our friendly compliance team who will provide any support you need relating to obtaining your documents and references.

Once we have secured the necessary paperwork and security checks, you will be booked onto our 2-week induction programme to give you all the skills and knowledge you need to provide care and take on your first client.



**Speak to our friendly recruitment team today**

Call Demi or Daniel on 01728 605060  
or email [recruitment@christiescare.com](mailto:recruitment@christiescare.com)



# Recruitment FAQs

**Is the training course mandatory? Is the 2 weeks paid or unpaid? – “I already have ‘xx’ amount of experience so I do not think I need the 2 weeks/don’t understand why it is 2 weeks” “I cannot go 2 weeks without pay”**

The 2 week training is unique to the industry for a reason, we make sure that you are fully equipped and confident to support any of our clients at home and this knowledge cannot be imparted entirely online, as many care organisations do, or quickly. It is also a period of time for us to get to know each other. We created our training course so sufficiently that if you are completely new to care, you will learn everything you need to know and if you have experience that is a bonus. Those who do have prior experience it is important to recognise that different companies, have different policies and it is always beneficial to have a refresher of what you already know before going out to care for your clients.

**Where can I stay when I’m training?**

We provide accommodation and breakfast free of charge. Our dedicated training centre comprises of fully fitted kitchen facilities and guest rooms within our headquarters in the charming East of England market town of Saxmundham.

**What is the pay? And how do you calculate it/what does it depend on? Are we paid weekly or monthly?**

Unlike other care agencies, we pay weekly, between £550-£800, dependent on the client and the type of provision. The lower rate applies for a companionship role and a higher rate is paid for more complex health conditions that may require lots of moving and handling/personal care. Don’t forget you don’t pay for accommodation.

**Are travel expenses included?**

You will be paid travel expenses only for travel between clients and we help by doing all the route plans for you.

**Do we have breaks?**

Carers get 2 hours per day depending on client – we schedule this into your client’s care plan.

**Do you get holiday pay?**

All our carers are entitled to 20 days holiday pay, paid on a pro rata basis.

**What is the work pattern?**

Each carer’s work pattern is a minimum of 2 weeks duty at a time. We have a dedicated team arranging care placements and we always try to be flexible. There are always high demand periods and we have to make sure that these are sufficiently covered.





# Recruitment FAQs

## Where are your clients?

We advise our carers that we cannot guarantee work in one area, you may have a particular location as your preference but we ask our carers to be flexible and willing to travel to different parts of the country.

## What type of clients do you have? (Age, health, conditions)

We look after a variety of clients with a range of different care needs, take a look at the Home Care Services section of our site for more detail on the type of care we provide.

## What type of employment contract do you offer? – self-employed or employed?

We offer work on both an employed or self-employed contract basis. Speak to our dedicated team for more detail on 01728

## Do you offer carers income insurance and if so how much is it?

Our [Christies Care Benevolent Fund](#) or CCBC – you pay just £3 per week and we assess compensation for any loss of earnings on a case-by-case basis. We have recently paid out over £10,000 in total to some of our CCBC members.

## If I leave after training is there a charge to be paid?

If you choose to leave after training you will pay a charge of £2,500. All carers who complete training are required to work 12 weeks out of the first 4 months that follow. Speak to one of our friendly team for more detail 01728 605060.

## How much is the referral compensation?

Our referral compensation is £25.



## What is the 14 week package?

Upon the successful completion of your training, we offer a guarantee of care work to start your career with us. We ask for £55 to provide this insurance. Conditions apply. For more information [View our 14-week work guarantee for details.](#)

## My DBS is out of date, will this be ok?

No, but don't worry, we know how to help you. We are unable to accept a valid current DBS certificate if it is not on the update service. You can put it on the update service yourself or we can help you create a new one for a fee of £46.

*'Upon the successful completion of your training, we offer a guarantee of care work to start your career with us.'*

*'You're all in the same boat. You'll learn together, supporting each other through the training, tests and time away from home.'*

# How to get the best out of your training

Many of you will travel a long way to come and train to be a carer with Christies. You are making an investment in your future and it makes sense that you do your best to get as much out of it as you can. Here's our training and recruitment teams tips so you can get the best out of your induction training...

## 'Be keen to learn'

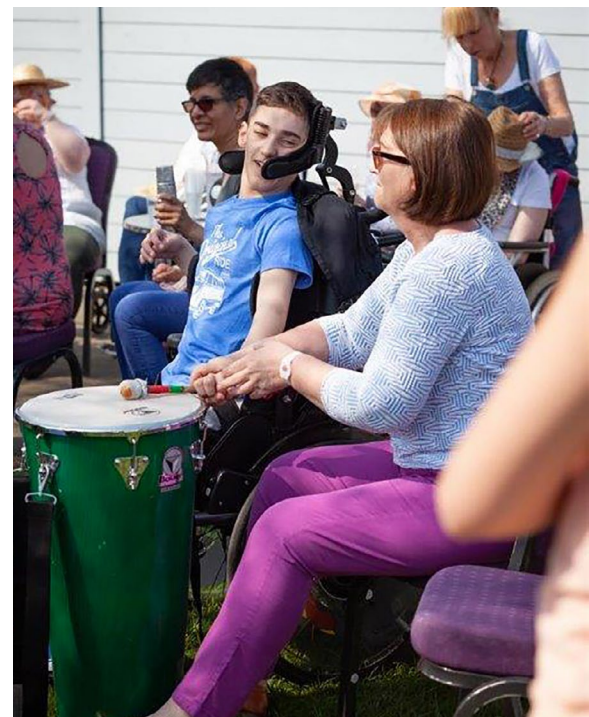
Come to induction open to learning as much as you can. You won't go far wrong! The training is interesting, engaging & enjoyable. It's even better if you're keen to get as much out of it as possible.

## 'Be inquisitive'

There's no such thing as a stupid question. Asking questions will make you a better carer and help our trainers to improve. If you don't understand something you should never be afraid to ask. It will help you get the best out of your training.

## 'Be enthusiastic'

It's an exciting time. You're embarking on a new career, either learning a new skill or building on previous knowledge. If you're enthusiastic you'll have a great week.



## 'Be friendly'

You're all in the same boat. You'll learn together, supporting each other through the training, tests and time away from home. A big part of your support network, you'll see them each year at update training.

## 'Have fun'

The things you'll be learning about are serious and important, but that doesn't mean you can't have fun. In fact, it's encouraged! Laugh a lot and you'll enjoy training and retain more information too.





# Meet our Training Team

Our training team have unrivalled experience in providing the best training in the care community.



**Helen Drain**

**Head of Training & Dementia Trainer**

"I started with Christies Care in 2005, I thoroughly enjoy my work. I like the diversity of the work, the ever-evolving changes, and being part of a great team"



**Sarah Hostler**

**Training Co-ordinator**

"What I most enjoy about my role is meeting different people and developing my knowledge. This enables me to provide the best guidance to our carers"



**Kerry Bayford**

**Training Co-ordinator/Administrator**

"I've been a member of the training team since 2013. Previous to this, I was a carer for 8 years. I really do enjoy being part of such a great team"



**Louisa Welton**

**Training Co-ordinator**

"I joined Christies in 2012. I find my role really rewarding, particularly the End of Life training, and every day is a new opportunity to make a difference"



**Chloe Salmon**

**Training Co-ordinator**

"I started working with Christies in 2018 as part of the training team. I enjoy gaining new skills and furthering my knowledge in the care industry"



**Tanya Howard**

**Training Team Administrator**

"I have been worked at Christies for almost 11 year. I have met many people from different countries and learnt a lot about their cultures"

# Carer Support Network

We are very proud of our innovative Carer Support Network. Always on hand to support you.

We know that being a live-in carer can be stressful. You have a lot of responsibility.

For example, if your client is suddenly taken ill, it is always going to be up to you to call the ambulance, liaise with the paramedics and the NHS and you will most likely be in an unfamiliar part of the UK.

The Carer Support team is there to make things easier for you. You will be given two members of the team who are on hand to give you support and advice when you want it.

Most of the team work from 9am to 5pm, Monday-Friday; but if you have an emergency, we always have someone on call 24 hours a day, 7 days a week and 365 days a year.

Your team is there for you to ring them. If you need advice, they will do their best to give you the right answer.

You may want to know which train to catch to get from a client in Manchester, to a client in Sevenoaks – they'll tell you. You may want some advice on how best to care for a client with dementia – they'll either give you the advice you need themselves or, if your query is more complex, they'll put you through to the right part of the training team.

You may want to know what you should do about a particular medication – they'll either advise you there and then or find out the answer or tell you who to talk to. You may just want a chat, so give them a ring: they are always happy to talk to you.

In short, the Carer Support team is there to give you help and advice. They are in no way monitoring or supervising you, as you are a carer who is engaged by your client to carry out your client's wishes – and we do not interfere with this at all.



*'The Carer Support team is there to make things easier for you.'*



# Meet your Carer Support Team

Our team is here to make life easier for you. They are your first port-of-call for any questions you may have.



**Victoria Shortley**

Head of Carer Support Team

"I have worked for Christies Care since 2005 as a Carer Support Coordinator, I took a break in 2006 to take a short tour around Europe, I returned in 2007 again as part of the Carer Support Team. I have been in my current role since 2016.



**Hana Mitchell**

Carer Support Co-ordinator

"I joined Christies in 2018. My role is to make sure every application is up to date and to keep in touch with the applicants. I love chatting with the applicants and helping them towards the next level of becoming a carer with us.



**Claire Bigwood**

PA to Head of Carer Support

"My role is to provide admin support to the Carer Support team, giving them the chance to concentrate on giving our carers first class support. I love being part of such a great team, and I find I'm so engrossed in my work that the time passes really quickly.



**Elizabeth Martin**

Carer Support Co-ordinator



**Elisabeth May**

Carer Support Co-ordinator



**Ellie Williams**

Carer Support Co-ordinator



**Zoe Loveridge**

Carer Support Co-ordinator



**Fern Baxter**

Carer Support Co-ordinator

# A view from a family

We receive so many lovely compliments from family members and clients. It's wonderful to hear what a good job our carers are doing and it's a reminder to you, our carers, how very vital you are.



For some reason I've been thinking recently about what I'd

say if I ever had the opportunity to talk to a room full of Christie's carers. The first, and most important, thing is easy; I'd say 'thank you'. Thank you so much for all you do for the person I love. Thank you for all the meals you've cooked and cleared away, all the cups of tea you've made, and all the broken nights you've had. Thank you for dealing with unexpected crises, for helping with doctor's and dentist's appointments, for going out, for staying in, for watching someone else's choice of TV programmes.

Thank you for doing – and remembering – the small things that make a big difference. Thank you for all the personal care you undertake with patience and compassion, day after day. Thank you for staying cheerful and

positive when my family member is frustrated, tired, unwell or cross. Thank you for sometimes sacrificing being with your own family in order to care for my loved one.

The second thing gets a bit more complicated, but it boils down to this; I would like you to know how guilty I feel that I'm not doing all this myself. And that means that I really, really want the care package to go well. My top priority is that my loved one should be well-looked after, safe and happy, and that desire is given added weight by my own mixed feelings.

*'Thank you for all the personal care you undertake with patience and compassion, day after day.'*

The decision to start paying for live-in care for a family member is often the result of some sort of emergency. But behind that event there is usually a sequence of other incidents which show that the person concerned is struggling. They often try to hide it. It's hard to watch as those we love lose confidence, change their personalities or struggle with illness and frailty. Sometimes, as family members, we are complicit in not wanting to face up to what's going on. Our own busy lives, work, physical distance and other family responsibilities can also blind us to

the new reality. And the history of our personal relationship with the family member now needing care can also complicate matters. Yes, we love them to bits, but we may also find them difficult. Perhaps we were never particularly close

to them, or we drifted apart years ago. And other family members may have different ideas as to how our loved one should be cared for.

So behind the decision to try live-in care there can be a whole host of family issues, some of which are obvious but many of which may be hidden. One thing is abundantly clear, however. Whenever you, as carers, take on a new client, you are in some ways dealing with an entire family history. Thank you – we are all so grateful. And we hope that everything will go well.”





*'I feel satisfaction when I can understand my clients and recognise their individual needs. I feel fulfilment when I can meet those needs'*



## Carer Feedback

**Our training works. In the words of our carers who have completed some of our condition specific courses...**

"The course was very good. Very useful! It made me more sensitive and opened my mind towards not just the person with a dementia condition but generally towards elderly & vulnerable people. It helped me to see them as a person, not just patients with health problems. Now I feel satisfaction when I can understand my clients and recognise their individual needs. I feel fulfilment when I can meet those needs."

"One can have a lot of sympathy and compassion doing this work but it might not be enough to be efficient if one hasn't the knowledge & skills to know how to approach the person. This course gave me tools and skills which I can use in my professional life and I personally feel more competent and confident working with clients now."

"I want to emphasize how moved I was by the fantastic support I have received from the Support team. I honestly cannot thank Christies enough for the kindness shown to me through phone calls and one-to-one meetings."

"The Support team are always on the other side of the phone when I call. You're doing a great job!"

"I'm extremely happy. I can't say enough about how supportive they are. My team give me all the support, guidance and advice I need."

"I have a new insight into the mind of a person with a dementia condition and it helps me to be more successful with my clients. In my work I use the whole range of the exercises given."

### Apply now

*You still have questions? Give us a call on 01728 605 060 or email [recruitment@christiescare.com](mailto:recruitment@christiescare.com) It's a big journey so we want to make sure you set out with all the information you need.*