

# Getting to Know You

## Examples

### Bruce Lodge – Sophie and Karen

#### Transcript

[Two people – Sophie and Karen – who work at Bruce Lodge talk to an off-camera interviewer about their experience of working at The Lodge since one-page profiles were introduced.]

**Karen:** Hello I'm Karen Boyde and I am one of the senior teams here at Bruce Lodge and I've been here for five years now, since it opened. I transferred here from another home in Borough Care.

**Sophie:** Hello, I'm Sophie and I'm one of the care assistants here and I've been here for nearly five years now. It's the first time I have done care and I've really enjoyed it up till now.

**Karen:** Well they were introduced about ten months ago and I found them, personally, really really good, for us as staff as well. We've got staff here, that have been transferred from other homes, so we've known them for about eight years but didn't really know they had children or that they like going out at the weekend.

**Sophie:** Staff interact with the residents a lot more now, we're doing more things with the residents, we're taking them out more, doing things more, socialising more and I just think it's a lot better for them as well.

**Karen:** Hmmm, and staff as well.

**Sophie:** And staff, yes, definitely!

**Karen:** Staff, especially new staff, that haven't been here very long, we can get to know them quicker with the one-page profiles. You've got more things to talk about and that. We've had different conversations haven't we?

**Sophie:** This has helped me click with residents more, especially with my one-to-one. I can take her out more. We can communicate more. She likes going out as well so she socialises more. It gives me a chance to get to know her and also for her to get to know me.