



Amongst the stories of neglect and abuse there are thousands of wonderful cares looking after our older generation

It seems every month there is a new story in the press regarding poor standards of care. Care agencies, hospitals and care homes have all been featured in horrific stories of abuse and neglect which often results in people being apprehensive about receiving care.

Sadly, the thousands of good carers that support people up and down our country rarely manage a small piece in the papers and a headline about the great work that is carried out is unheard of.

One person who has worked with hundreds of care professionals in his career is Ken Waterhouse, who is the Managing Director of Home Care Preferred, a local care agency based in Winchmore Hill.

"I have found that most people

who go into the care profession do so because they want to make a positive difference to people's lives. Most people I interview are typically looking for a rewarding career and enjoy helping others. Care work is not for everyone and some of the tasks that carers have to perform require great sensitivity" Ken explained.

"It is a great pity that we do not hear more about the fantastic work that many carers carry out. I feel really privileged to have met so many special people who work so hard and often "beyond the call of duty". At Home Care Preferred we have a great team of people from various backgrounds and a wide range of ages. It is so pleasing to continually receive compliments from our clients about the standard of care they are receiving from our team"

Ken went on to say

"I believe often things go very wrong when a poor culture is allowed to develop and there is a lack of training and support. There is no excuse for abuse in any care setting and it is the responsibility of all health care professionals to report any concerns immediately. A good manager earns the respect and trust of the team and builds good values into the day to day support that is being delivered. People should not accept second rate care and I would urge people to voice their concerns if they witness poor treatment in hospitals, care homes or in a domiciliary setting.

Of course a complimentary email or just some words of appreciation go a long way to boost morale so I encourage people who have experienced great care to also express their appreciation.

In terms of recruitment, we are always keen to hear from people who are passionate about the care profession and we welcome an informal chat with people that are considering a career in care" Ken concluded.

More information can be obtained by contacting:

Home Care Preferred
49 Station Rd

London N21 3NB

T: 020 8364 3670

E: ken@homecarepreferred.com

www.homecarepreferred.com

