

Case Study; Peartree

Sami Ertosun's work experience

Sami Ertosun is the 20-year-old son of Excelcare's CEO, Osman 'Ozzie' Ertosun. He completed training and work experience during a period of 4 months, from March to June 2019 at Peartree Care Home, in London. His aim was to learn about the care industry and the different roles that contribute to keeping a care home running smoothly. As Excelcare is a family run business, Sami wanted a greater understanding of the inner workings of a care home, to get to know the people that live and work there and this experience proved invaluable to him.



Over the course of his time at Peartree, Sami completed some rigorous training to enable him to not only shadow the various roles of team members but to gain hands-on involvement. His training consisted of part e-learning and part practical training.

Over the weeks he worked alongside Chef, Priscilla and Kitchen Assistant, Donovan, learning about food hygiene, labelling, storage and the rotation of food items – as well as preparing, cooking, tasting and cleaning.

Sami commented, "I really enjoyed my time with the team in the kitchen. Creating delicious food for people was great but the amount of washing up to keep on top of was hard. There are around 70 people living at Peartree, and as mealtimes consist of breakfast, lunch and dinner, with snacks in-between, keeping the dishes and cutlery clean is a mammoth task!"

Sami worked for three weeks as a Carer, with one week spent on the night shift, and said of the experience, "Working on the nursing floor was definitely the toughest challenge for me. To provide personal care and assisting people with their meals and drinks is a really important job and one that I didn't take lightly. It takes a lot of patience and understanding - you have to really care to do this job. It was difficult but really rewarding. I met so many people and built some good relationships from the experience."

His other challenges were to complete housekeeping duties, alongside the domestic team and stepping into the shoes of maintenance. "I found that the maintenance work came more naturally to me as I've spent time working on building sites fixing things in general, and it was nice to be presented with tasks that were familiar." Sami said.

For the rest of the time, Sami shadowed Aditee, Peartree's Home Manager. He attended weekly meetings and learned what managing a care home entails, and completed an assessment. He'll be returning to Peartree shortly to work with a Team Leader and spending a day with Nurses, gaining knowledge about medicine in this setting.

"I've gained a range of skills and knowledge from my time at Peartree. In the future, I'd like to open my own care home and feel that although there's plenty to still learn, I've already got a good overview of the work that it entails. I have a great deal of respect for those who work in care homes every day." Sami concluded.