

Anca is the Home Manager at Brook House Care Home in Cambridge who recently celebrated her 7 year work anniversary with Excelcare.

In her seven years with the company, she has played vital roles at Excelcare homes across the Cambridge and Essex regions with much success.

Anca's caring and kind-hearted approach to management was recently recognised when she won the Care Home Manager award for the East of England at the Great British Care Awards.

To learn more about Anca's journey and how she achieved this award, we sat down and asked her a few questions about her career and life at Brook House.

## **What was your career path into the care industry?**

"I actually got into care by mistake and was brought into Excelcare by Jack Stoker, who used to work with the company. He became a father figure for me and supported me throughout my early employment. I started working at Etheldred House Care Home in April 2008. After spending some time there, I was ready to step up and joined Greenways Care Home. I was a team leader on nights and remember having a CQC inspection just three nights into my new role. After gaining experience here, I worked at Buchan house as a team leader before joining Brook House in November 2012."

## **What is your favourite thing about working at Brook House?**

"The team members and residents. They are all exceptional! It would be really hard to choose one individual as they all bring so much joy to my day. It doesn't matter how hard the day gets, there's always a team member or resident that comes and puts a smile on my face."

## **What are some of the significant changes you've seen / implemented at Brook House since you started?**

"I remember we were one of the first small homes to use the Aplyss operating system. This was huge change as it cut down the paperwork and made it much easier to document the needs of the residents."

## **Do you have any standout/favourite moments from the seven years you've been at Brook House?**

"About four and a half years ago I assessed a person in hospital who told me that his life wasn't worth living. I did not know how to reply and even though I really tried to tell him that all our lives are important, he just replied that from his point of view, he had done everything he wanted to in life, wasn't unhappy but thought he had nothing to live for as he didn't have any friends or family alive."

# Anca's Story; A career with Excelcare



“Soon after, the same man came to live at Brook House Care Home and I saw him walking down the hallway singing songs and whistling as he went. That’s when I knew we had got it right and how important a person-centred approach to care is. This man is still a resident at Brook House and next year will be celebrating his 100th birthday. He still walks up and down the corridor singing and whistling and always has a smile on his face.”

## **To finish, do you have a work motto or something that keeps you going?**

“Not a motto as such, but I see the residents as part of my family and treat them as I would treat my family. Seeing a smile on their face is enough to keep motivated and enjoying my job!”

A huge congratulations to Anca on her recent award win and seven successful years at Excelcare. You’ve changed the lives of many and for that we can only thank you enough.