

## “It is an honour for me to be a part of such a fantastic establishment”: Mary’s time at Hunters Down



Across the Excelcare family, we welcome people from all different faiths, countries and backgrounds to use their skills to make a difference to the lives of the people we care for.

Some of the people we welcome to our family, we sponsor, which means they can obtain a visa to live and work here in the UK indefinitely.

Mary has lived in the UK for some time now but has only held a temporary visa. Her family don't live or work here, so she has not seen them for some time.

Earlier in the year, Mary applied for a sponsored role at Hunters Down Care Home to work as a Care Assistant and was delighted when she was invited for an interview. Mary was excited and enthusiastic to pursue a career in caring for the people who live at Hunters Down, which certainly came across during her interview. The team quickly recognised her passion for the role and knew she was right for the job. Mary was absolutely delighted to receive an offer and accepted the role immediately.

As this was a completely new start for Mary, in an area she was still getting familiar with, the team did lots to support Mary and ensure she felt welcomed and comfortable. This included providing her with a map of the local community to locate shops and amenities and allocating her with a room she could stay in.

On her first day, she wore her uniform and name badge with pride and asked the team to take a picture of her so that she could share it with her family.

The help and support Mary received from her colleagues working at Hunters Down and the Cambridge Regional team had a very positive impact, and a few days into her role, she emailed a member of the regional team to share some kind words and feedback about her first week.

*“Thank you very much for giving me an opportunity to work for Excelcare. It is an honour for me to be a part of such a fantastic establishment. The home atmosphere, team, training - everything.*

*“Ozcan and Vanessa are two of the most helpful people I've met on my new job path, as they've given me several tips and aid with paperwork and accommodation. The level of follow-up is incredible, and they both never hesitate to answer at any time, even at odd hours, after shifts, or on weekends.*

*“The Home Manager, Anca, is the most down-to-earth person I've ever met. When I initially saw her, I mistook her for a Receptionist because of the kind and professional manner in which she greets everyone. Not as a Manager, but as a team member. That impressed me because I felt really comfortable. Even though I've worked as a Manager for a long time, there are some attributes I can pick up and learn from her.*



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*“Khyle and Hannah are the ones who assist with my documentation. Both are really helpful when it comes to any type of support.*

*“There are no words to describe Petrina’s training abilities. When I first saw her, I assumed she would be stern and harsh, just giving work-related points, but the way she demonstrates with real-life examples helps a lot in gaining more knowledge.*

*“There are no words to describe the kindness of the nurses and everyone else at Hunters Down Care Home. Everyone is incredibly friendly while maintaining their professional demeanour. Special thanks to senior carer Wendy & Mark who guided me during my first shadow shift.*

*“I aspire to be a good team member, as they all are, and there are many things I can learn to help me progress in my profession. Thank you to everyone who helped me become a member of the Excelcare family and for putting in their time and effort.”*

The team were delighted to receive such a special message – they could really tell how much this role meant to Mary, and how being part of the Excelcare family gave her a sense of belonging.

With Mary’s new role and sponsorship, she is now able to welcome her family over to the UK and reunite with them after many years apart.