

# Edinburgh student provides 'invaluable' support for care residents

An Edinburgh student has been commended for her support after working at one of Scotland's leading housing providers during the pandemic.

University of Edinburgh student, Ellen Kilgour, took on a care assistant role over the Summer providing personal care, social support and domestic assistance to help older people get through the pandemic.

The 19-year-old Medical Sciences student worked as part of the Bield at Home service team for over 60's in Linlithgow and the surrounding area.

After universities were closed, Ellen took it upon herself to help those most vulnerable in her town, whilst gaining valuable work experience. She was passionate about taking on this role after her Gran had received care and support from the Bield at Home team.

Ellen, along with two other students from the University of Aberdeen and the University of Glasgow, were an invaluable asset to the Bield at Home team after members of the workforce had to self-isolate and shield over the course of lockdown.

Medical Sciences student, Ellen, said: "My Gran had received care from Bield at Home so I was fully aware of the services they provide and I wanted to be a part of that, to give something back. She received tremendous support from the carers and I could see how massive an impact it had on her life, and so I wanted to offer this quality of care to all the Bield customers.

"Although we are all lone workers when in the customers' homes, our support network was fantastic. Whenever we were unsure of something, or had a question we got instant support from more experienced members of the Bield at Home team.

"Everyone looks out for each other which made it really easy to enjoy the work. All the carers have been so supportive.

"I love this job. Getting to know each and every one of the Bield customers was very enlightening. They all have different stories to tell, and can draw upon so many of their experiences through their lives, it was fascinating. It was a privilege to have built up a relationship with them all."

Each of the students had to undergo rigorous training to meet the care standards of the Bield service as well as encapsulating the up-to-date Government guidelines on Covid-19.

Ellen was part of a care service team which operates between 7.30am – 9.30pm every day, and provided an additional emergency response service when necessary.

Bield Area Manager, Lorna Smith, thanked Ellen for her hard work and welcomed her back at any time.

Lorna said: "Ellen provided an invaluable service to our hard working team. She approached this difficult, and in many ways vital role with enthusiasm and dedication.

“Everyone at the team were delighted how she fitted in and got on with the tasks. This has a very difficult and demanding period, and with Ellen’s support we have been able to continue providing a high quality service to all of our customers.

“We look forward to welcoming back Ellen in the near future.”

Bield at Home aim to improve the quality of life of older people by offering a diverse range of services. The service caters for

those living within Bield’s West Port and Brae Court establishments, as well as offering support to those who live within a half mile radius of the housing developments.

Staff are not only SSSC certified, but they have also been equipped with sufficient PPE and relevant training.

In advance of using the service, a member of the Bield at Home management team will set up a meeting to discuss an individual’s needs, in order to outline a personal support plan.

Bield is committed to investing, changing and innovating its services and operations to address the needs of the next generation of older people.

For more information on Bield at Home call 01506 840846 or email [homeedinburgh@bield.co.uk](mailto:homeedinburgh@bield.co.uk).

To find out more about Bield and its developments, visit [www.bield.co.uk](http://www.bield.co.uk) or follow on [Facebook](#) @bieldhousingandcare and [Twitter](#) @BieldScotland