**Oral History Transcription – Anne-Marie - Chipstead Lake**

**Rewind – Leonard Cheshire Disability, supported by the Heritage Lottery Fund**

**Filmed** – 2016

**Start of transcription**

[Text on screen: What is your background?]

[Anne-Marie]

00:00:11 - I lived in Sri Lanka, I came to England in 1982. And then I started working at Sevenoaks Hospital as a nursing auxiliary. Then got married to my husband, had a son, and then I applied for a job at Chipstead Lake as a night support worker.

00:00:35 - I started doing, as night support worker, I did two nights a week. Then I worked during the day as well at Chipstead, night and day staff.

00:00:49 - Then I was promoted as a team leader, and did night team leader's work as well as the day team leader's work. Then after that I was doing... I did a job as a training coordinator.

00:01:06 - Then after that I became a care supervisor. In that time I was managing Chipstead as an acting service manager as well. And that has been, I have done that three times in the last, … because I started at Chipstead in 1986, fifth of May, and now I've been in Chipstead for 32 years in that time I've been acting service manager three times. And now I continue to be a care supervisor.

00:01:40 - And being in Chipstead for 32 years, I think I'm... like an antique in Chipstead because I've known everything and they always say if they don't know - and say, "Oh, go and ask Anne, our Anne will know about this."

[Text on screen: What are your memories of the residents?]

00:01:58 - The first resident for this home was Eileen Warren. She was a smashing lady. She was just...Though she had too much authorities. She looked immaculate every day. She more or less gets all of her outfits in the evenings so that they're matching outfits. How she wears... And she was managing the transport. She will write letters to everybody.

00:02:30 - She was enrolled in the management meeting. Saying that most of the service users even before were, they could place their views and say at management "This is what we want, this is what we want," the whole , everything. She was an amazing lady.

[Text on screen: Do you have any special memories of events at Chipstead Lake?]

00:02:50 - We used to do nativity play for the service users, the staff. And we used to have services and candlelit services in the garden. We did Snow White and the Seven Dwarfs. And staff is to perform for the service users, and we used to get them involved. We also had a couple of little coffee mornings, and get service users involved in it.

00:03:16 - Have a nice family home where you laugh and joke and be happy. So if there's, if it's... The service user and the staff are happy, then it's a happy home.

[Text on screen: Have you enjoyed working at Chipstead Lake?]

00:03:30 - Yes, definitely. I wouldn't be here if I hadn't enjoyed the work. I have enjoyed for 32 years, and I will always be there for the service users and the staff. And in the past years, when I used to be on call, the staff would ring me middle of the night saying, "Oh, service user going to hospital." And yeah, get ready quick, into the car, go and see the service users.

00:03:58 - And the saddest part is when they pass away. That is the hardest part to cope. Because you do... Because they are like your second family. You do get quite close to them, and that is the hardest part to deal with. And of, over the last 32 years, so many service users passed away. And it is quite hard. We still talk about some of them. How they were, what they used to do. We have little laugh and a joke about what they used to do.

00:04:34 - Due to my personal circumstances I have to reduce my hours, but I've work for Chipstead for 32 years, so I've enjoyed every minute of it.

**End of transcription**