

Interview Series - What's your perspective?



Mandy McGuire, Head of Day Services, SHOC

Healthwatch Slough spends 5 minutes with senior figures in the local health and care sector, finding out their priorities, challenges and achievements.

Q: Describe your role in one sentence...

I'm known affectionately as the Mother to Slough's Homeless Population

Q: Why did you want to work in healthcare?

I started work for Slough Borough Council in their homelessness unit as an advisor where I was for 11 years, but then took a massive paycut and moved to SHOC because I felt I could do more. I've been here for 17 years now.

Q: My proudest achievement at was...

Bringing up my four kids

Q: The most difficult thing I've dealt with at work is...

A client dying in front of me.

Q: The people I work with are ...

Amazing, resilient human beings, strong, beautiful! I love these people. They're not victims, they're survivors.

Q: I do what I do because...

I believe everyone has a right to a roof over their heads and to be loved and cared for.

Q: Right now we want to...

Find a new day centre so we're not homeless and can have some stability as a service

Q: At work I'm always learning that...

My life isn't bad at all.

Q: The one thing always on my mind at work is ...

Who's out there who needs us? Reading people's true feelings behind what they're saying or not saying.

Q: If I could go back 10 years and meet my former self, I'd tell them...

About my seven grandchildren, and that this work will never make me rich financially but that I will be rich inside.

Q: If I could meet my future self, I'd expect them to be ...

Proud of what I have contributed.

Q: What is the best part of your job?

The people. It's like family here. I love what I do.

Q: What is the worst part of your job?

Shutting the doors at the end of the day when it's cold outside.

Q: What makes you smile?

Vicky

Q: What keeps you awake at night?

When I wake up at night and the rain is bashing on the windows, I think about how our clients are coping. Even when it's hot I worry, knowing then they have so many layers and can become dehydrated.