

A Day in the Life of...

Emma Simpson and Nicola Dewhurst are Domestics on Wards 35 and 36 at the RLI. Here they tell us more about their roles.



Q) How did you get into your role?

Emma said: “I always wanted to work at the RLI, so I waited until my children were old enough and then applied for the job. I absolutely love it.”

Nicola said: “I’ve worked in the NHS for quite a long time, over a decade. I was a Clinical Support Worker on AMU for seven years and then I went to Pre-op for two and half years at Pointer Court. This latter role involved caring for people who had quite severe breast surgery and I found the role quite emotional, so I decided I needed a career change and moved into the role of domestic and have loved it from day one.”

Q) How would you describe a typical day/shift?

Emma said: “We work on mirrored wards – wards 35 and 36 at the RLI. We clean our wards from entrance to exit. This includes cleaning toilets and making sure every area is dust free, we clean down patient bed areas, including heads, feet and bases of the beds. We empty bins, clean edges and ledges, high surfaces and walls that are up to two meters high.”

Nicola said: “We clean what is classed as a ‘clean area’ first, then clean general and then clean contaminated areas. Our office is really supportive and Ruth our manager is brilliant. There is never a day where you feel like you can’t get something done. We’re like one big family.”

Q) What do you enjoy most about your role?

Emma said: “It has to be the people we work with. The ward staff always welcome us and we get lots of compliments from the matrons. We’re always included in any celebrations and we get a lot of thank you chocolates.”

“We have the most fantastic co-workers, and they make our days at work that more enjoyable and likewise with the patient interaction we have on a daily basis.”

Nicola said: “It is good honest work and I’m able to support myself with my job. The hours are really good. We work 8am-4pm five days over seven on a rolling rota. I like that I am able to enjoy my evenings and days off. I also like that I can walk to and from work every day, which is good exercise and don’t have to rely on a car or public transport.”

Q) What achievement are you most proud of in your role?

Emma said: “We have audits on a monthly basis where our manager will come and assess our wards and we are given a rating out of five stars. We always aim for five stars and when you receive this it’s really encouraging because it means you’re doing your job properly.”

Nicola said: “I really enjoy physical work so this job is perfect for me and I have made a larger group of friends through work which has been a bonus.”

Q) Not a lot of people know this but....

Emma said: “I like to dance and regularly do TikTok videos with my family.”

Nicola said: “I have three grandsons who I am very proud of.”