

Sodexo is a company that provides facilities management and food services at North Devon Hospital. Over the years, Sodexo and Pluss have developed an excellent partnership and Pluss currently supports around 10 of their employees.

Catherine Puglsey works for Sodexo as a Catering Assistant for 30 hours a week. She has been employed by Sodexo for 7 years.

Initially, Catherine undertook a 12 week work placement. With Pluss' support, this led to her successfully securing a permanent paid job. Pluss provided a job coach to help Catherine learn how to use the till and also supported her to achieve a variety of sector specific qualifications.

Catherine has a speech impairment which affects her most when she is stressed, nervous or put under pressure. This, in turn, can really affect her confidence.

Catherine's Words

“ Before I came to Pluss I did work experience at a charity shop but it wasn't paid work. I felt under pressure to get work but I had always struggled to get a job.

When I first came to work here it was only going to be for six weeks but they asked me to stay on as I was doing so well.

I was awfully shy to start with, terribly shy. I always was, even at school. Because I came to work I gradually met people and I opened up. Now I am the life and soul of the party. I have done the night walk from Bideford to Barnstaple for the last couple of years. It's made a real difference to me socially.

We're a team. All of us get on. They're great. We have a laugh if we can. I enjoy customers too – you've got to be courteous and always say hello.

Pluss helped me to find experience and also help with filling in my tax credit forms. They also supported me with training. I have done Food Hygiene, Health and Safety, Customer Care, and Maths and English Key Skills.



Pluss have been a great help and I am actually very thankful for that. I love it here.”

Becky Haynes

Training and Performance Co-ordinator

“The reason it works with Pluss is because they put in continuous support. Whenever we have Pluss candidates, we are not just left to get on with it. They are there to assist all the way through.

They visit two times a year and we discuss aims and objectives.

The Line Manager is sent reports with aims so we are always kept in the loop. For example, if someone wants to improve their numeracy and literacy and how best to support them.

They work with people on induction and they facilitate training. They give very good communication around peoples support needs - we then do what we need to do.

If someone struggles with their reading and writing, someone from Pluss comes along to help and it means I can treat my staff absolutely equally.

We also use Pluss as a signpost. If I need any advice and guidance or if I have a question I just ask Pluss.

For example, I had an employee with a hearing impairment. When her back was turned she couldn't hear customers and this caused a few problems. We had a badge made up saying 'please bear with me' and quite simply, the problem was solved.

Our partnership with Pluss also helped us gain our two ticks symbol.”