

## Lorna's story

Lorna has a 21 year old son James who has full body cerebral palsy. Lorna has cared for James throughout his life. Lorna has worked at Sainsbury's for the past five years.



“ I joined Sainsbury's when James was 16, as my husband and I had separated and I needed part time employment. I saw the position at Sainsbury's and thought the hours would fit in with my childcare arrangements and responsibilities to James.

I started as a customer service assistant on 16 hours per week, and found I loved the environment and the colleagues. It gave me some normality, a different routine and some friends – as it is very easy to become isolated when caring for someone 24 hours a day.

As I grew in confidence I decided I would like to progress my career, and was actively encouraged to do this. I went through the cohort programme and successfully passed my sign off, which really boosted my confidence and my self-esteem. I felt valued and incredibly supported throughout

the whole process.

There was a time when James was in Great Ormond Street Hospital, very poorly, and it was reassuring to know that the team supported me; swapping shifts, making it possible for me to spend as much time as needed with my son when he was at his most vulnerable.

I received many calls checking in with us, and it was so nice to know people were thinking about us.

This was so important to have the worry of work taken away from me at a time when there was so much uncertainty in my life, and is truly something I will never forget. I continue to feel I work in a place where I can be both a carer and a colleague, and feel genuinely supported in both roles.

I am thankful to work for an organisation where this is possible.”

“ At Sainsbury's we want to be the most inclusive retailer where people love to work and shop. We're very proud to support this guide. Caring is something that we are positive about supporting as a business – whether it's colleagues caring for others or a colleague requiring support themselves. We will be flexible to support the needs of our colleagues and ensure development opportunities are available too, as we have many carers in different positions of the business, and we don't see caring as a barrier to career progression.”

– Tim Fallowfield, *Company Secretary & Corporate Services Director, Sainsbury's*

**Sainsbury's**