

A DAY IN THE LIFE OF...

KATE NORRIS | LATER LIFE SUPPORT TEAM



Kate Norris, Paralegal | Later Life Support team
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Kate Norris works in the Later Life Support team at South West based-law firm Mogers Drewett. She assists her clients with the management of their finances, finding suitable local care services and oversees ongoing care needs. But there is no such thing as a typical day in her working life, and - as part of the firm's ethos to go above and beyond for clients and their families - she spends a large amount of her time visiting clients and assisting with their day-to-day needs, whatever they may be.

"I have many clients all with very different personalities and care needs. No two days are ever the same, and it's wonderful to be able to make a real difference to someone's life," she said.

Many of Kate's clients struggle with financial and legal decisions. Some of them also live alone and are left to cope with the strains of daily life, and require practical, everyday support and help.

A NOT SO TYPICAL DAY

Kate recalls an example of working with one of her clients: "I was driving into work one day and I received a call from the care agency that looks after one of my clients whose house had unfortunately flooded in the night. My client was understandably worried by what had happened.

"Arrangements were made for her to stay in a hotel, and I went to visit her there to check she was OK. Her carers were also able to continue visiting her there, so she was well looked after in the immediate aftermath of the event. Of course, there was then a need to speak to her insurers and find her a suitable care home to live in temporarily."

Kate then met with her client's insurers to make sure the necessary repairs were carried out at the house and oversaw the work. But it wasn't just these essentials that occupied Kate's focus, she wanted to ensure her client was as comfortable as possible during what was a very difficult time. She recalls:

"It was clear it would be a matter of months that my client would need to spend in the care home, so I visited regularly to offer reassurance and update her. It was also important that she was able to make her own choices for things like replacement carpets to maintain her independence."

Her client spent the next couple of months in the care home, and this experience allowed her to try new things and interact with other residents which she enjoyed. Kate said: "It was amazing to be able to help someone in this way, and when it was time to move back into her house, I made suggestions that I thought could make a real difference to the quality of her life and therefore her wellbeing. The thing she loved about being in the care home was the company and through my contacts with care providers I was able to arrange for weekly companionship visits and trips out. She also enjoyed the personal care she received, and I was able to arrange for a bath lift to be fitted at home. I'm pleased to say that she loves her new social life."

GOING ABOVE AND BEYOND FOR CLIENTS

Assisting with the 'everyday' things that make a big difference to people's lives sets Mogers Drewett apart. As

Kate comments: “We deal with a number of care providers and we regularly receive the feedback that ‘no one else does what you do for your clients.’

“The way I see it is that, if it was my relative and I wasn’t able to take care of them day-to-day, how would I want them to be treated? I’ve been known to do clients’ washing for them when there was no family to do this and I felt that it was the right thing to do - it was a small thing that could make a real difference to them and their quality of life.”

Of course, Kate’s role is very varied and when she’s in the office, she’s focused on keeping clients and their families updated on their financial situation, ensuring bills are paid and that assets are managed correctly. Kate added:

“For many of my clients and their families, finances are a real worry and concern. My job is to put everyone at ease and take a weight off my clients’ shoulders, so they can concentrate on living life to the full.”

CLIENT TESTIMONIALS

Clare Lawrence, based in New Zealand with family based in the South West, said:

“I have been dealing with Mogers Drewett since my mum passed away in 2011. Tom Chiffers was the initial person I was dealing directly with, who I found to be extremely helpful - he made managing with my late mother’s affairs very easy and nothing was a problem. I would not hesitate to recommend Tom; he provided a professional service.

“After the initial set up with sorting my late mother’s affairs, and then my father’s current affairs, I was introduced to Kate Norris.

“I live in New Zealand, and Kate has made dealing with dad’s affairs so much easier and if there is any work that needs doing on dad’s property, Kate takes all that stress away and organises everything. A recent example of Kate’s kindness was that I could not track down my Uncle, who currently resides in my dad’s property. I told Kate I could not get hold of him and straight away Kate started ringing around for me and eventually found him at the hospital as an inpatient!

“Kate has been exceptional in every way. Nothing is ever a problem and she goes the extra mile to help me with any questions I have and on more than many occasions Kate has been in contact with me outside of business hours and on her days off. Her kindness and genuineness go on and on.

“I cannot speak highly enough of the team at Mogers Drewett, they have gone the extra mile for me. Their professional service has taken away any unnecessary worry and stress that I felt at the time of sorting my late mother’s affairs and my dad’s ongoing affairs.”

Marion Milne, power of attorney for a relative said:

“We’re really impressed with Kate Norris, and everything that Mogers Drewett is doing for my elderly relative.

“My relative’s affairs are particularly complicated as recently their spouse passed away and they relocated from America. Through all this Kate has been such a support - wading through the complicated transatlantic paper work, ironing out all the snags, rationalising affairs and all in all being a great comfort.

“Things were complicated further by a recent illness and a short stay in a care facility, but Kate has been a regular visitor throughout everything and a great advisor. Bravo Mogers Drewett!”