



# Helping Hands

The Home Care Specialists

Est. 1989

Karen Jackson

Head of Live-in Care

## Meet Karen Jackson, Head of Live-in Care for the East

Hello, I'm Karen, the Head of Live-in Care for the East. To me, ensuring that an individual's needs, drive, ambition and dreams are kept as a focus of support is of central importance. I have been lucky, whilst working with customers, to see and be a part of some amazing activities.

### Experience

I have worked in the health and social care sector for over 17 years, during which time I have gained a wealth of knowledge. My experience includes front line care work to management of services, tendering and procurement, and Quality Assurance. I have worked with various regulators, including the Care Quality Commission, Supporting People and Ofsted. In addition to this, I have managed teams that work with high risk offenders, those with specific conditions (including HIV, Learning Disabilities, Physical and Mental Health), children in care, care leavers, homeless and the elderly. I am a qualified housing practitioner within the social housing sector and am a qualified Registered Manager.

I have managed new, small and large services, setting up services and working with companies that may have been below standards. I have worked with them to achieve the highest quality of care.

I started my career working with 16-25 yr olds, supporting them in their own homes and providing counselling. I have personal experience of sensory impairment and LD. Being under 65, I have struggled to come to terms with my own disability, but having a good support team around me enabled me to lead an independent life and realise that having a condition does not stop me from doing things. I have worked a lot with people living with MS, CP and ABI. Working as a Support Worker and Manager of these services, I understand that each condition affects individuals differently.



I have worked with many over 65s, all with a variety of conditions. My grandmother sadly passed away 2 weeks before her 100<sup>th</sup> birthday and was cared for at home right up until the end. It was due to the familiarity of her home, the comforts, people, and the way that we as a family chose her care needs that I believe she was with us for so long.

I have worked with many customers that have been diagnosed with Dementia and are not as mobile as they once were, and each and every one has taught me that age is a number and an illness does not change the person you once were. It has therefore always been my priority for any customer I have cared for or team that I have managed, to ensure this is not forgotten, that stories - no matter how many times are being told to you - should be listened to like it's the first time they have been heard, and that dignity is paramount to everyone's care.

I have personally and professionally found that not being as mobile as someone once was does not mean their willingness to be mobile reduces – adapting to changes in circumstances can be hard and I, along with my teams, have never excluded people from being part of their community. My ethos is simple – how would I like my family to be cared for? That's how everyone should be cared for.

