



Alecia White

Branch Manager - Newcastle

Meet Alecia, your Branch Manager for Newcastle

About me

Hi, I'm Alecia. I've lived and worked in the North East for four years having previously lived in Scotland where I worked within a supported living complex, providing care and support to a range of customers with learning disabilities and mental health needs.

My experience and expertise

Before joining Helping Hands, I worked as a client manager for a complex care company which specialises in delivering care in the community to those living with a range of complex care needs such as tracheostomy and ventilation support. Following this, I then became the care coordinator for the Helping Hands branch in Middlesbrough, where I had so many incredible and inspirational moments.

One which comes to mind is a lovely gentleman whose wife was in a care home. Her health was deteriorating rapidly, and he wanted to get her home, so I quickly booked an assessment in and within two days, we'd met the couple and got a care package in place with the couple back together in their own home.

The lady's health has improved so much since we took over her care that she is now at a stage where she is well enough to access the community again; a really rewarding experience for the whole team.

I'm fully trained in manual handling, medication, record keeping, medication via peg, tracheostomy, ventilation and suction. I'm also currently working through my NVQ levels.

Why I chose Helping Hands

I decided to join Helping Hands as the company is rated within the Top 50 Best Places to Work on Glassdoor which shows it's a fantastic place to work. It's a family-run business and the company values are at the heart of the service we provide to our customers.

I am very proud to be part of such an amazing team. Every staff member within Helping Hands, from the CEO to our carers, plays a very important role in delivering an outstanding service to our customers.

