



Alison Taylor

Local Care Services Manager

Meet Alison Taylor, Local Care Services Manager

About me

Hello! I'm Alison, the local care services manager. I hope to be able to push forward with continually improving and developing the service we provide our customers, as well as helping Carers with any extra support and mentoring they need.

The North is made up of a team of dedicated individuals providing both Live-In and Hourly support. I'm so impressed by my team's excellent local knowledge and great rapport with the Carers that are out in customers' homes. I was born in Leicester, but I call Nottingham my home. I've also lived in lovely Chesterfield and have worked throughout South Yorkshire and the East Midlands.

Experience

I have had the amazing opportunity to work with some lovely customers, both young and old, and have learnt a lot from each and every one of them. I'm sure I will continue to do so. This really is the most rewarding job. I love seeing the difference that we can make to peoples' lives.

Before I became Regional Director, I used to be a Local Care Services Manager with Helping Hands. I found the bond that I developed with both customers and their families extremely rewarding. I would like to think that I was able to help enrich their lives as much as they did mine.

Prior to joining Helping Hands, I was a Registered Branch Manager for a domiciliary care provider in Leicestershire. I worked for the company for 13 years, building up my skills and understanding of the healthcare sector.



I've trained extensively in healthcare, and have attained a number of qualifications including: RMA NVQ4 Health & Social Care; Foundation Course in Practice teaching for Social Workers; Safeguarding referrers and Safeguarding train the trainer; Mental Capacity Act; Huntington's Awareness; and Moving & Handling.

Helping Hands Carers

Our Carers are worth their weight in gold and can make such a difference to people's lives. Once, a Carer called me on Christmas Day to ask whether it would be ok to visit a customer and take a Christmas dinner to her as she knew that she would be alone. This was done in the Carer's own time and took her away from her own family. This to me said volumes about the Carer, and I know it brought the biggest of smiles to the customer's face. That's what caring is all about.

Why I chose Helping Hands

Helping Hands is a family run business that believes in looking after customers and Carers alike. The idea of tailoring support to suit the needs of the individuals is very important to me. This is a company with person- centred values, which I really admire.

