



Allison Heighington

Live-in Care Manager – East Anglia

Meet Allison, your Live-in Care Manager for East Anglia

About me

Hi, I'm Allison I'm the Live-in Care Manager for East Anglia. It's a big area to cover, but I joined Helping Hands because I was looking for a new challenge. East Anglia is home for me: I lived in Norfolk as a child and into adulthood. I then moved to Canada, where I stayed for 20 years, before moving back home to Norfolk in 2008. I know the area I manage inside out, and it's fantastic to be able to provide such a worthwhile service in the local community.

Experience

I bring healthcare expertise and local knowledge to my role here at Helping Hands. Before I joined the company, I worked as a Quality Assurance Officer/ Assessor for a Norwich-based Hourly Visiting Service.

Throughout my time with Helping Hands, I have met so many wonderful customers. I recently met a lady who lives with Expressive Dysphasia and has issues with anxiety. Her condition had an effect on her speech. I have the perfect carer in place who has been a wonderful support. I am happy to say that the lady is now able to say more of her words, an achievement which makes her a lot happier and reduces her anxiety. She and her carer really enjoy each other's company. They go shopping and out for coffee together. It has made such a big difference.

Why I chose Helping Hands

Helping Hands strives to offer great service, which is an ethos I was very keen to be a part of. As a Live-in Care Manager, I am very focused on matching the right carers with the right customers. I feel that being able to offer continuity of care is paramount.

