



Amy Doyle

Branch Manager – Derby

## Meet Amy, your Branch Manager from Derby

### About me

Hi, I'm Amy, the Branch Manager for the Derby branch of Helping Hands. It is my job to ensure that my team of carers have everything they need to support the people of Derby and Derbyshire. I moved to Derby when accepting my role at Helping hands, and it's been a great way of getting to know the local area.

### Experience

I have worked in care for over 20 years, and this has seen me gain experience in several different areas. I have both worked in and managed residential homes, extra care schemes and community care, and this has made me into a very adaptable person. I hope that I can share some of the knowledge that I have picked up over the years with my own team and use this to provide the best care for our lovely families.

I really love meeting with our customers and listening to their backgrounds. I also enjoy working collaboratively with them to put together bespoke care plans that meets their needs and preferences. It is always great hearing how the care we put in place has supported customers to remain living in their own homes; for me that's one of the most rewarding parts of my role!

I have an NVQ registered Managers Award and I constantly update my training with all the sector-based training available. I have also completed training in Management and Leadership.

### Why I chose Helping Hands

I joined Helping Hands as I wanted to be part of an organisation which has an excellent reputation for delivering care within people's homes. I also like the fact that it is family-owned as well – it helps us truly understand the people we support.

I am so proud to be part of the Derby team; each of our carers and branch staff brings something unique to the team but they all have one thing in common and that is that they genuinely care about the people we support.

