



Amy-Jayne Carr

Area Care Manager - South West

**Hello, my name is Amy-Jayne,
Area Care Manager for Cardiff, Newport and Swansea.**

About me

I'm quite an empathetic and a caring character. I'll always put our customers first and nothing is more important to me than the quality of care being provided by the carers to our customers across Wales. In order to maintain this, I try to keep the carers' morale high by ensuring that they are all happy with no issues at all.

I try and always be there for my branches, and they know that if they need help with anything they are always able to turn to me for help. Due my previous experience as a carer, supervisor, care co-ordinator and branch manager, it has enabled me to see care from many different angles to provide the best support possible to my teams across the region.

My experience and expertise

Amy has a wealth of experience in the care industry over many years. Amy was a domiciliary carer for large parts of her working life, and this has given her a true understanding of what it takes to be a fantastic carer. It is these traits that she fully instills in all her team in Wales. Through hard work and excellent standards of care, Amy was then promoted to a supervisor role. This enabled Amy to help other carers and to provide the support that they needed. Due to excelling in this role, Amy then progressed to be a care co-ordinator and then branch manager. Within this time, she had a team of over fifty carers and co-ordinated over 2,500 hours of care! Amy is truly passionate about care; she enjoys helping others and will always go the extra mile in order to ensure that her customers and branch teams are happy. Amy is also a great companion; her customers know that they can approach Amy with any issues regarding their care and she will always do her very best to assist.

Qualifications

- NVQ level 3- Diploma in health and social care (adults)
- Level 5 Diploma in Leadership for Health and Social care Services (Adults' Advance Practice)
- Level 5 Diploma in Leadership for Health and Social Care Services (Adult Management)

Why I chose Helping Hands

I decided to join Helping Hands as it is a family run business. Their views on care are very much the same as mine, Helping Hands always strive to provide the highest levels of care at all times. When I joined Helping Hands we were about to open our first branch in Wales, I was excited to take on the challenge of a new branch and maintaining the reputation that Helping Hands have made in England.