



## **Anna Thorn**

**Branch Manager - Birmingham**

**Hello, my name is Anna,  
Branch Manager for Birmingham.**

### **About me**

Hello, I'm Anna and I'm the Branch Manager for Birmingham. My responsibilities and values are to ensure that we deliver person-centred care for all individuals, identifying any client-specific needs they may require support with in their day-to-day living. Our aim is to deliver high-quality care with the right level of support, dignity and respect needed to remain comfortable in their own homes.

I enjoy my role as I love to meet new people, build good relationships with the families we support, and I can ensure they are receiving the quality care and service in which everyone deserves.

## **My experience and expertise**

In 1993, I was involved in a road traffic collision that left me wheelchair dependent and learning to walk again. As a result, I received care to help me regain my independence, which gave me a great understanding of what many of our customers experience every day. This inspired me to start my own domiciliary care company with my mother in 1995, and in the last 20+ years I have worked in various different sectors of the care industry. This has given me the knowledge and experience that I have today, which I hope to share with you to support you in the community.

Over the years, I have obtained several different qualifications which are mandatory for the care sector, but I have also obtained my NVQ Level 4 in 2003, as well as my Registered Managers Award (RMA) in 2006 which has enabled me to register with the Care Quality Commission (CQC) as a Registered Manager.

## **Why I chose Helping Hands**

I chose to work with Helping Hands because it is such a unique and inspiring company that has achieved so much within the care industry. Helping Hands have a great framework, structure and support teams that enable us to provide high-quality care services. I'm so glad I joined the team, I've been welcomed and supported since the start of my employment, knowing that both our customers and staff are supported throughout the business.