



Bethany Smith

Branch Manager - Leeds

**Hello, my name is Bethany,
Branch Manager for Leeds**

About me

Hello, I'm Bethany and as the manager for the Leeds branch, I am responsible for all aspects of the day to-day running. I ensure that all care packages are covered, all carers feel confident through regular training and one-to-ones, and that we are compliant with the CQC.

I am originally from a mining town in the North East before I moved to North Yorkshire in 2014. I joined Helping Hands in 2016 with the York branch and have held various roles during my time here. Originally, I started as a full time carer whilst studying at university, I then returned from maternity leave and began my role as field care supervisor. I was then promoted to care coordinator, which I did for almost two years and thoroughly enjoyed, before being successful as branch manager for Leeds.

My experience and expertise

My care career started at the age of 16 on a neuro-rehabilitation ward. Whilst working there I gained a wealth of knowledge and new skills such as PEG feeding, tracheostomy care and suctioning. Since then I have gained my Level 4 in Health and Social care and I am currently working towards my Level 5 in Management.

Why I chose Helping Hands

I joined Helping Hands because I wanted to be part of a company that was going to grow from strength to strength. I was impressed by their ethos and their commitment to providing a high-quality care service. The Helping Hands values match my own; everyone wants to be able to offer our customers person-centred care.