



# Helping Hands

The Home Care Specialists

Est. 1989

## Carly Palmer

### Branch Manager – Norwich

## Meet Carly, your Branch Manager for Norwich

### About me

Hi, I'm Carly and as the Registered Branch Manager for Norwich I am responsible for overseeing the day-to-day running of the branch as well as ensuring that we deliver the best possible care to all of our customers.

I moved to Gorleston in September 2017 after living in Bedford all of my life. I initially started working with Helping Hands as a Care Coordinator until I was later promoted. I have managed the area for quite some time now and although it hasn't been without challenges, I have always enjoyed the role.

### Experience

Before joining Helping Hands, I worked within the care sector for a number of years and during this time I have been able to gain many special memories. 7 years ago I helped care for a lady who had very low self-esteem and had been housebound for nearly 2 years. I took the time to get to know her and build trust – taking it one day at a time. We slowly started to go out to places local to her home such as a park, into town and to garden centres. The difference this made to her life was truly magnificent and something I will not forget in a hurry.

I believe my time with this lady also helped me grow as a person and taught me how to adapt to different situations. It truly brought home the fact that I really do want to help people, no matter how tough the situation may be.

I left school with 10 GCSEs and undertook additional studying to achieve my NVQ level 2 in Health and Social Care. Currently, I am studying to gain an NVQ Level 5.

### Why I chose Helping Hands

Helping Hands really stood out to me mainly because they were a family-run business. I was also interested as I saw they provided private care which means there is a lot more flexibility in the support we can provide.

I believe 'teamwork makes the dream work' and this is definitely realised in the team we have at Norwich - we receive such positive feedback from our customers. The service we offer means that our customers have flexibility to change the level of support they require at any time. We try not to use the word 'no' when it comes to what we can do for them so will always try to find an alternative way to help.

