



**Charlotte Lumley**

Head of Home Care – North

## Meet Charlotte, the Head of Home Care for the North Region.

### About me

Hi, I'm Charlotte. As the Head of Home Care North, I ensure that all of our customers across the north have the highest quality of care possible. I'm Yorkshire born and bred and have worked across the whole of South Yorkshire and Derbyshire during my career so far, so I know the region fairly well! I enjoy visiting the different branches across the region, and seeing how much we're doing as a team.

### Experience

It would be impossible to share all the wonderful stories which are close to my heart – there's just so many! I absolutely love meeting new customers and their relatives and take great pleasure in seeing how enriched their lives become from the support we give them.

I thoroughly enjoy supporting customers with dementia and finding ways and techniques to help them manage their condition and remain as independent as possible in their own home. Most recently I worked in Derbyshire for another care company as their General Manager. However, after over 30 years, the owners decided to retire and sold the company to another provider who I did not feel shared my values, so I decided it was the right time to move onto a new challenge.

I hold a Level 5 Leadership in Health and Social Care qualification along with several other related qualifications and certificates. My degree is in Sustainable Communities.

### Why I chose Helping Hands

When I first met the Helping Hands team, I immediately felt that commitment to our customers and families – I knew I could see myself working for them. I am very proud of my carers and all the managers all have the same values as me and the wider company. Everyone strives for good quality, person centred care which exceeds our customers' needs and expectations.

