



Chenel Poyzer

Branch Manager – Newark

Meet Chenel, your Branch Manager for Newark

About me

“Hi, I’m Chenel. As the Branch Manager for Newark, I ensure that we are always providing safe and responsive care to all of our customers. The customer is always at the centre of our service, and together with our carers, we strive to keep Helping Hands at the forefront of domiciliary care in Newark.

“I’ve lived in Nottinghamshire all my life, but I moved to Newark in order to be closer to our amazing customers and carers. The team at Helping Hands are the best I have ever worked with. We all play our share in ensuring that our customers are happy and receiving the support that they need.”

Experience

Chenel has been a carer since she was seven years old as both of her parents were disabled, so Chenel helped to support them while she was growing up.

At University, Chenel received a first-class Bachelor’s degree in Psychology, which subsequently gave her a solid understanding into a lot of the conditions that we provide care for. Throughout her degree, Chenel took a particular interest in brain function, and spent a lot of time researching dementia, neurological conditions, mental health and brain injuries.

Chenel also has an NVQ Level 3 in Health & Social Care.

Why I chose Helping Hands

“I originally joined Helping Hands as Care Coordinator in Derby because I wanted to take my passion for care even further. Caring for my parents has given me the best experience I could have imagined, because I know exactly how it feels to be on the receiving end of the care industry. Providing care underpins everything I do because I treat the customer as if they are my own family.

“The biggest thing I enjoy about my job is that I am able to meet some truly inspirational people every day and enable them to feel supported. I’ve met some fantastic carers, co-workers and customers and I am so proud to work alongside them.”

