



Debbie Carmichael
Branch Manager – St Albans

Meet Debbie, your Branch Manager for St Albans

About me

Hi, I'm Debbie. I am from South Africa and have lived in the UK for 10 years. I am in the most fortunate position to be surrounded with the most caring, loving and hard-working office and care team, who all go above and beyond to meet our customers' needs. Here at Helping Hands, we like to be known as the care team that goes the extra mile to ensure the client has an experience with us, rather than just a care call. Our care is person-centred, delivered with utmost dignity and respect. I am passionate about people, relationships and firmly believe that teamwork is the key to the success of our branch.

My experience and expertise

While in South Africa, I worked part-time for the St John's Ambulance services, where we represented our county in competitions. After relocating to the UK, my mum sadly passed away, and we also lost my dad's brother around the same time.

I later discovered Helping Hands and decided to apply so that I could be of help to families who needed it, and to bring comfort throughout my own grief for our family's loss. I started by caring for a few hours in the evening after work, which later progressed to weekends. I realised, had this service been available in South Africa, how different and beautiful my parents' story could have been written. That is when I resigned from my previous job and became a full-time carer, so I could help those who, like my mother, needed it the most.

I worked hard, trained hard and moved swiftly through the ranks: from carer, to carer mentor, to carer training practitioner, to care co-ordinator and finally, to Branch Manager for St Albans in 2020. I realised teamwork, dedication, hard work and commitment leads to success.

Why I chose Helping Hands

It feels to me like Helping Hands chose me. The company has the same work ethics and values as I have. You are part of a family; and you are supported and trained by the best, which makes you feel like you're the best. I strive to be the best example to my team, and to be respected and earn the trust of our clients.

