



Debbie Stennett

Branch Manager – Ipswich

Meet Debbie, your branch manager for Ipswich

About me

Hi, I'm Debbie. I've lived in Ipswich for 30 years, which means that I know the area really well and have really strong connections. Being the manager for Helping Hands' branch in Ipswich gives me the chance to build relationships with our customers and help them to have the best support in the comfort of their own homes, as well as working with a fantastic team of dedicated carers.

Experience

I've been working in the care sector for some time in different areas. I even ran my own business for 12 years, which has taught me the importance of great service, empathy, and patience. Currently, I'm working towards my QCF Level 5 in Management.

Before I joined Helping Hands, I worked as registered manager for a Nursing and Care Agency, which gave me a great insight into what it's like delivering care for vulnerable individuals. From this experience, I was involved in supporting people with a wide variety of requirements, sometimes quite advanced as well, and I'm always willing to offer my advice to my carers to ensure that they, too, are fully supported.

Furthermore, I worked with the 111 emergency service, which was challenging at times but it gave me such a great feeling knowing that I've, in some way, managed to find a way to help someone in their time of need. It also taught me how to keep calm in difficult situations, and be the reassuring presence that people need in these moments.

Why I chose Helping Hands

I chose Helping Hands because of the company values – Focus on People, Excellence Every Time, Listening & Understanding, and Building on Success. They are values that I follow myself and I also like the fact that everyone, carer and office-based, goes through an in-depth induction with ongoing training.

I'm excited to bring my expertise and personality to my work as the branch manager for Ipswich, ensuring that we communicate effectively with other health care professionals and the families of our customers.

