



**Denny Cloonan**  
Branch Manager- Solihull

## Meet Denny Cloonan, your Hourly Branch Manager for Solihull

### About me

Hello, I'm Denny, manager for Helping Hands' Solihull branch. It's my responsibility to meet with customers to gain feedback on a regular basis and ensure that they are happy with our service, to meet potential new customers face-to-face and to manage a wonderful team of visiting carers, supporting them with supervisions and appraisals. I am also a Dementia Champion, which has really developed my understanding of support and supervision for those working with, and living with, the condition.

### Experience

I have worked for Helping Hands for over ten years now, beginning my career here working as part-time Carer. I very quickly developed a passion for the elderly and their wellbeing, which instigated my decision to give up my previous role as a HR Consultant in order to pursue care on a full time basis. I believe very strongly in the Helping Hands values, and I can honestly say the training I received is second to none. The support is continual, with a team who are on hand to help and guide in any situation.

I have experience of working with both younger and elderly customers. My mother was elderly, so I am familiar with the age-related frailties and illnesses people of that age may face. As my mother's primary caregiver, I was able to develop an ability to observe signs and symptoms of conditions such as Stroke, Diabetes, and water infections, and how dangerous they can be if they are not dealt with effectively. I also cared for my partner's mother living with Bowel Cancer, requiring stoma care and Warfarin administration. These personal experiences allow me to relate and empathise with both customers and their families who find themselves in very vulnerable positions.

You would not believe how much I love my work here at Helping Hands; to me, it is not a job, it is supporting and working alongside healthcare professionals in order to make a positive difference in the lives of others, enabling them to remain living independently in their own homes.



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## Qualifications

- NVQ Level 3 in Health and Social Care
- Level 2 Assessor Training
- Specialist training includes: Dementia, Palliative Care, Motor Neurone Disease, and Bowel Cancer

## My role as a Dementia Champion

I have experienced Dementia in both a personal and professional capacity, providing me with a fundamental understanding of the condition, from both a Carer and decision-maker point of view. I provided care for both my mother and mother-in-law, who were diagnosed with Dementia and required Palliative care. Due to this, when I was approached about becoming a Dementia Champion I jumped at the chance, as being given the opportunity to combine my personal experience with the comprehensive training I received has fully equipped me to deal with the problems our customers, Carers, and decision-makers face. It has provided me with skills and knowledge that I utilise every day in order to support and coach Carers and Local Managers in dealing with different scenarios that arise whilst supporting customers in their local communities.

