



**Donna Brittain**  
Branch Manager - York

## Meet Donna, your Branch Manager for York

### About me

Hello, I'm Donna and as the manager for the York branch, I am responsible for all aspects of the day-to-day running. I ensure that all care packages are covered, all carers feel confident through regular training and one-to-ones, and that we are compliant with the CQC.

### My experience and expertise

I have worked for Helping Hands for nearly 3 years. I have held various roles with Helping Hands, originally starting out in the community as a carer. During this time, I was able to build up some great relationships with both customers and their families.

I then became a member of the office team as a field care supervisor and trainer. This gave me a great insight into new carers coming in and also gave me the opportunity to support them in their roles.

### Why I chose Helping Hands

I chose Helping Hands as everyone at the company hold the same beliefs as me. They all want to be able to offer our customers person-centred manner. My favourite aspect of this role is the opportunity to make what seems impossible, possible.

I have been very blessed with working with our customers and have had some amazing experiences in changing people's lives. One of my fondest memories was managing to get a carer to take a customer to a funeral to see her family 100 miles away. It was a bitter sweet moment for all involved as the lady hadn't told her family she was going. It enriched our customers life as she doesn't have any family around her.

