



Hayley Gough

Branch Manager – St Albans

Meet Hayley Gough, Branch Manager for St Albans

“Hi I’m Hayley, the Branch Manager at Helping Hands here in St Albans. My role involves maintaining the fantastic level of quality care which is provided by Helping Hands carers, to ensure all of our customers’ needs are met on an individual basis. I am passionate and 100% committed to providing a quality caring service that we can be proud of, so that our customers have the ability to maintain their independence and receive care on their terms, tailored specifically to their individual needs.

I oversee all hourly visiting care that is provided from the St Albans branch for our customers. We work hard to make their lives happier and easier, whether they need a little or a lot of support. We provide everything from basic companionship, making a cup of tea and having a chat, helping our customers ‘rise and shine’ in the morning so that they are ready to face their day by giving them a shower and helping them to dress, help with going to the toilet, cooking or just a walk to the shops. Whatever it takes to help our customers live a more comfortable life, this is what our care team work tirelessly for on a daily basis.”

About Me

I have lived just outside Dunstable all of my life and have worked in and around the St Albans area for the last nine years. I believe that my knowledge of the local area is second to none and this knowledge of my locality means I’m perfectly placed to guide our carers on activities that they can do with their customers. The service which we provide, is something that is really close to my heart. Providing the opportunity for vulnerable people in need to live an independent, quality life, in the comfort of their own home surrounded by their loved ones, pets and possessions is something that I find a privilege to be involved in.

The care team that we have here in St Albans are very dedicated, they are so passionate about our customers, their enthusiasm, compassion and the sheer size of their hearts humbles me daily. I am so proud and privileged to work alongside people that give so much of themselves to others every single day. I make sure that I am there to support our team, and ensure a continuity for our customers so that they get to know and build relationships with their customers.

The office and support services are very friendly, they go out of their way to try to make all of the St Albans staff and customers lives easier!



Experience

I've spent lots of time working within the care industry. I have delivered care since I left school, and have had many different roles. I began as a carer for a local firm and then have progressed through the ranks of the care industry taking on many care opportunities. I've been a Coordinator, a Senior Coordinator, Deputy Manager, a Branch Manager which then lead me to be a Registered Manager for another local care provider. I have been in the domiciliary care environment for all of my working life and I want to continue working in the industry as I love what I do and the fact that I'm able to give a little back. I enjoy learning, and firmly believe that we never stop learning, this push for excellence and bettering ourselves is what makes us stand out from the crowd. I believe that this drive has given me fantastic first-hand experience that will allow me to be the best Branch Manager I can be here in St Albans.

Qualifications

I am a qualified trainer as well as a registered manager. I hold a NVQ level 3 in health and social care and I am currently working towards my level 5 diploma in health and social care.

Why I chose Helping Hands

I decided to join Helping Hands because I recognise that we focus on a high quality standard of care at all times. Over the years whilst working for other companies providing care in the local community, I have heard nothing but good things about Helping Hands and the carers and I have always thought of joining the team one day and here I am now, I couldn't be happier.