



Hayley Jones

Branch Manager – Highbury & Islington

## Meet Hayley, your Branch Manager for Highbury & Islington

### About me

Hi, I'm Hayley. I've lived in the surrounding area for over 20 years and this means that I have a really good understanding of the local community. I love that Helping Hands provides a diverse range of services, all to make sure that anyone has the chance to have the right care in their own home.

### Experience

My work is really important to me and some of the people I have worked with have said that I put work above myself sometimes! I've worked within the care sector for around 12 years, in a number of different settings, which has helped me to support people with various conditions.

During my career, I've worked in domiciliary care, hospitals, nursing homes, hospices, and sheltered accommodation. It's always important to me that the people myself and my team care for are always safe and comfortable, no matter what their condition or requirements.

One of the proudest moments I've had during my career was when I was nominated for and was awarded the 'Putting People First' award, at the Great British Care Awards in 2014. I was nominated alongside so many other great people but it was a real honour to have the chance to talk about my passion for care and how I got into the industry. It was such an incredible moment!

Before I became the Registered Manager with the Care Quality Commission of the Highbury & Islington branch of Helping Hands, I was a registered manager for another company and have also been an assessor and trainer. These roles have enabled me to further my understanding of what is needed in order to provide the best possible care for the families we support.

### Why I chose Helping Hands

I chose Helping Hands because of their focus on quality. The fact that we've been named as one of the best companies to work for by Glassdoor was also part of what attracted me to Helping Hands and there's a real range of services that we provide.

