



Helping Hands  
The Home Care Specialists

Est. 1989

Heather Blair

Branch Manager – Market Harborough

## Meet Heather, Market Harborough Branch Manager

### About me

Hi, I'm Heather, manager for Helping Hands' Market Harborough 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 have lived in Rugby for 12 years which is part of the area I manage, so I know the area and local community well.

### Experience

I have worked in the care industry for around 6 years now. Starting out in a care home when I was 17 as a carer, I did my apprenticeship to gain my NVQ level 2, then expanded out into home help, before moving on to be a senior carer. Following this, I became a care coordinator for a home help company and completed my level 3 NVQ. Finally, I went onto being a care manager and completed my level 5 NVQ.

From working in different care roles and working my way up, I'd like to think I understand the way people feel and how stressful different roles can be, I believe it's been hugely beneficial within my role.

When I interview new carers, they have to pass my MUMS test – so if I would have them look after my mum, then they would be able to look after my customers. I am incredibly committed to ensuring that we deliver the finest quality home care, with compassionate, qualified, experienced carers.

### Why I chose Helping Hands

I have previously worked for franchises and I like the fact that Helping Hands is family-run. I also like the aims that Helping Hands promotes and have heard positive comments about their services in the past. As a branch manager I have the chance to give my input and I think the training programme we have is brilliant!

I feel we provide an excellent service to people who desperately want to stay at home in the area they love, surrounded by friends, family and their pets – but with just a little (or a lot) of support from our incredible carers.

