



**Holly Doubler**  
Live-in care manager South West

## Meet Holly your live-in care manager for the South-West

### About me

Hello, I'm Holly and I'm your local live-in care manager. My role as LICM is to assess, monitor and support every ongoing care package in the area as well as the carers who work with my customers. It's my responsibility and privilege to be on hand throughout every care package, dropping in at regular intervals to make sure everything is okay, and solving any concerns that you may have.

I have a team of excellent carers who are always striving to improve which makes my job even better. Their communication, enthusiasm and shared experience is something to be proud of.

I am a very caring and compassionate individual, and I absolutely love the job that I get to do here at Helping Hands. Knowing that I can make a difference to someone's life every single day is amazing and gives me more job satisfaction than I can explain.

### My experience and expertise

I have worked in care for the last 8 years in various roles. I started out as a carer and have since worked in care coordination, administration, a quality assurance manager, branch manager and have also worked as a coach and mentor for marketing and operational support. During my working life I have also obtained my level 5 in NVQ in Management and Leadership in Health and Social Care.

A stand out moment for me for me is reuniting two elderly ladies who had not seen each other for years after both of their husbands had passed away and they both had limited mobility. They only lived over the road from each other and used to pass messages via the carers who visited them. Following a Macmillan coffee morning the two ladies were able to see each other for the first time in years. To see them reunited with such joy is a moment that will always stay with me.



## Why I chose Helping Hands

I decided to join Helping Hands for several reasons. They are an extremely reputable company who is well known in my local community and across the South-West region. Being family run was a big factor too. From my first meeting with the company I felt welcomed, supported and valued and there is a lot to be said for that.

The company has great values and is always pushing to improve.

