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Jade Harvey

Branch Manager – York

Meet Jade, York Branch Manager

About me

Hello! I'm Jade, manager for the Helping Hands' York Branch. I have lived in and around York for over 25 years, and I've worked in the Yorkshire region for ten years, so I know and understand our community very well. I'm responsible for looking after our customers, meeting new customers face-to-face to go through how we can help them and looking after the welfare of our carers. To me, good service is providing the best care to all our customers regardless of their age, disability or limitations. It should have an open door policy and be honest and transparent at all times.

Experience

I have worked in the care industry for ten years. Prior to Helping Hands, I worked for another care provider, in a few different roles. I have so many wonderful memories of supporting different people, and I'm looking forward to making new ones at Helping Hands.

One particular gentleman I cared for has had a spinal injury for over twenty years, he lives with paralysis from the neck down. I have cared for him for seven years, he can mobilise in his electric wheelchair which he operates independently, but he is unable to carry out simple tasks such as cooking, cleaning and setting his computer up which is frustrating for him.

I developed an excellent relationship with him and would often go in on my days off to help him with baking or cooking. I'd assist him so he still felt independent and in control, I'd put the cook book on the tray of his wheelchair so he could read me the recipe whilst I followed his instructions. I'd make sure that he could smell and taste our cooking along the way so he enjoyed the experience. We made chocolate and beetroot cake, and a spicy noodle soup which he loved. This has made a huge difference to his life and now other care workers have followed the same process to support him.

Why I chose Helping Hands

Helping Hands is such a fantastic company, full of kind, caring and supportive colleagues, who are always willing to go above and beyond.

