



## Jayne Knight

Branch Manager - Swindon

**Hello, my name is Jayne Knight,  
Swindon Branch Manager in the South West region**

### About me

I have been in care since 2002 and have worked in both domiciliary and residential care. I got in to care by accident, and have never looked back. I love what I do and the challenges that come with providing great care. My job as branch manager is to ensure that our care standards are excellent at all times, person-centred and that my staff are content.

In my personal life, I am married with three children who are 16, 23 & 27. I love my garden, vegetable patches and going out walking with the dog, as I live out in the countryside. In the evenings, I cuddle up with the cats and a good book.

## **My experience and expertise**

Throughout my career, I have worked in home care, residential, supported living and have also run a residential staff agency. I have achieved my Levels 2 & 3 in Health and Social Care, and in 2019 I graduated with my Leadership & Management in Health and Social Care Level 5 which was a very proud moment.

As manager, I have the responsibility to ensure that the branch is compliant and correctly registered with the CQC. I need to make sure that we are as safe and responsive as possible. Staff need to be effective and caring and well-led by an office team who can fully understand what's needed.

I am a dementia champion and a member of Dementia Friends; dementia care is a passion that I have had throughout my career and I hope to pursue it further where possible.

## **Why I chose Helping Hands**

I chose Helping Hands as I thought they could offer me the challenge of a new start for a very well renowned provider. I wanted to work for a company that had the staff and customers at the heart of what they do, and the reviews online about the service are really second to none.

There's not a part of this job that doesn't excite me! Being a manager is so rewarding; it allows me to make positive changes, learn new skills and gain knowledge that can be shared with my brilliant team. Having the support of other managers in the team is also fantastic; we all help each other to learn, develop and grow, and ultimately provide the best service that we can.