



**Karen Allen**

**Branch Manager – Fareham**

## Meet Karen, your Branch Manager for Fareham

### About me

Hi, I'm Karen, the Registered Manager for Fareham in Dorset. I have a great team of office staff and carers in Fareham and the training provided to everyone has been great to witness and be a part of; it's such an important part of what we do here at the Fareham branch.

### Experience

I first started working as a carer back in 2009 and absolutely loved it! From there, I then progressed through different roles, including supervisor, care coordinator, and then later becoming a Registered Manager with the Care Quality Commission (CQC), before relocating to a new area. Each of these roles have really enhanced my skills and knowledge of providing the best possible care and support to people within their own homes. I have a Level 5 in Health and Social Care, which has strengthened this even further.

At my previous company, I came across people living with a range of conditions, including dementia and who needed different levels of care. There are so many wonderful memories that I've built during this time that it's hard for me to choose the most memorable. However, I've built some lovely relationships with both my customers and their families.

Seeing the difference that home care can make - and especially how happy a customer and their family are to remain in their own home – is really special, and the whole reason why I'm so passionate about care.

### Why I chose Helping Hands

Having used Helping Hands to provide live-in support for my own mother, I've seen first-hand the difference our care can make. And seeing other families giving such great reports about the company also inspired me to join.

Helping Hands is a very caring company at all levels. The people are amazing – each person I've met has been helpful and kind, and everyone has the time to speak to you, which is wonderful.

