



**Katie Lett**

**Branch Manager – Exeter**

## Meet Katie, your Branch Manager for Exeter

### About me

Hi, I am Katie, the Branch Manager for Exeter. It is my responsibility to ensure the smooth running of the branch so that we are running a safe and caring service for our customers and our care staff.

I really enjoy my role at Helping Hands and I am passionate about providing a high standard of care and enabling individuals to continue living independently and comfortably in their own homes.

We have a fantastic team of carers who show real pride in their roles, and it is a pleasure to be part of that team and share in their enthusiasm and commitment.

### My experience and expertise

Prior to joining Helping Hands, I have worked in the care industry for 15 years. My first role was as a care assistant which is where my passion started; seeing the real difference you can make to a person's life and to be able to make them smile while you are doing it felt amazing every day.

The care industry was always my chosen career, and after completing an NVQ in Health and Social Care, I became a carer. As my career progressed, I worked as a senior carer, care coordinator and then on to become a branch manager. I enjoyed all of these roles in different ways and the experiences they have provided enable me to be a more effective manager. This is because I fully understand the duties my team are carrying out as I have been in these roles myself.

### Why I chose Helping Hands

I chose to join Helping Hands because I wanted new challenges within a company that held strong values and has a fantastic reputation.

I am very driven and passionate about care, and I like that Helping Hands can offer such a wide range of support to suit many individual needs whilst ensuring that customer care is at the heart of their business.

