



Kayleigh McCrudden

Branch Manager – South Essex

Meet Kayleigh, your Branch Manager for South Essex

About me

Hello, I'm Kayleigh. I started working in care quite young and by the time I was 19, I had already been promoted to care coordinator. I wanted to continue taking my career further, which led me to become a Registered Manager at a new provider, improving their rating with the CQC in the process. I also have a Level 5 Diploma in Health & Social Care for Adults and Young Children.

My experience and expertise

I've had the privilege of meeting some truly wonderful people. One lady will always stay in my heart – she had advanced dementia and could be aggressive at times. After just a week, I learnt how to keep her mind occupied by talking to her while I cleaned her house, before weeks of building enough trust to allow me to carry out her personal care.

Eventually the lady trusted me enough to let me do a strip wash, which her grandson simply couldn't believe! Our connection was so strong that I felt confident enough to introduce her to one of my colleagues and we carried on the care between us. I wanted to make sure the lady was comfortable with my colleague, so they spent a month shadowing me.

Sadly, the lady passed away after two years of us supporting her. We were touched at the speech her grandson wrote about us at her funeral – it was so beautiful and really impacted on us to know that our customer was happy during her final years.

Why I chose Helping Hands

Helping Hands just ticked all the right boxes! I'm really excited to be coming back to my roots and be involved in a family-run company such as Helping Hands. Since I started, I've been made to feel welcome and part of the growing team.

