



Linh Ly

Branch Manager – Dulwich

## Meet Linh, your Branch Manager for Dulwich

### About me

Hi, I'm Linh. As the Branch Manager for the Dulwich office, I'm responsible for the day to day running of the branch. I've lived in the South East for most of my life but no matter where I go, I always make it home. I'm very passionate about providing a high-quality service, and believe that we'll achieve this by providing guidance and support to our dedicated carers and office staff.

### Experience

I have been in different roles within the care industry for more than 20 years. I have a Foundation Degree in Health and Social Care and a BSc Honours in Early Years. I am also a qualified massage therapist and aromatherapist and hold an NFCE Level 3 in Counselling.

Some of the people I've cared for have backgrounds of sexual abuse, others with traumatic and challenging behaviours, and people with autism. I have also completed placements within a care home for people with profound learning disabilities. I've also been a Quality Assurance Officer, which encouraged me to continue growing in this field.

I remember when I carried out my first care job, the customer was refusing anything that I tried to assist her with. I followed everything as detailed on the care plan and thought that I was doing it all correctly but I was getting nowhere. I sat down and I asked her, "What would you like me to do for you?" to which she replied, "What is the rush? All I want is someone to talk to. Forget about the care plan, that will come after."

From that day onwards, I would always sit down and talk to her first. Her last words to me were, "No one has ever given me the attention like you do."

Another lady I've helped has profound learning disabilities. Every day, she would put her leg out and trip me over when I passed by her and I didn't understand why. It wasn't until I sat down next to her and had a chat when I realised that every time she tripped me over was to get my attention to massage her feet.

### Why I chose Helping Hands

I joined Helping Hands because of its great reviews and reputation, as well as being a Glassdoor Award winning company. With Helping Hands, there will always be support for our teams, like ongoing supervision and training to help them do their work to the best they can.

