



**Liz Harvey**  
Care Manager – Poole

## Meet Liz Harvey, your Care Manager for Poole

### About me

My name is Liz and I am the Care Manager for Helping Hands in Poole. I am responsible for ensuring that our customers and carers always have the correct support from me, ensuring that the needs of my customers are being met in the most effective and person-centred way. As a company, we understand how important it is for our customers to live safely and independently, and it's so important that the care we provide enables them to do just that. Here in Poole, communication is paramount, and we work tirelessly to express the needs of our customers to our care staff to ensure that their expectations are exceeded every day.

### My experience and expertise

I joined care approximately 20 years ago as a care worker. I have worked in all areas of the care industry, from end of life care to specialist care including Alzheimer's and dementia. I have worked with multiple sclerosis and stroke patients, and in the past 12 years I have supported mental health clients and adults with learning disabilities. I have also worked with transition teams where young adults go from social care into adult care, and I have been responsible for teaching people how to remain independent by ensuring they have the skills for everyday living.

My greatest and proudest moment was during a time where I was supporting a patient who had a severe stroke on her 90<sup>th</sup> birthday. She had two carers and was unable to do things independently. I worked with this lady for two years, during which she went down to one carer and was able to walk and feed herself independently. We had been working on a surprise during our time together; she attended her great grandson's 21<sup>st</sup> birthday party and was able to walk independently at the party! It was such a lovely moment and worth the months of work.

I have a diploma in Management, NVQ Level 5 in Management and Leadership and an NVQ Level 3 in Care alongside mandatory industry training.

### Why I chose Helping Hands

I was drawn by the amazing family values and the company-wide dedication to making a difference. Helping Hands and I both share the same passion for helping those who may need a little extra support, and we have the same commitment to ensuring those individuals are able to live safely and independently at home.

