



Lorna Smith

Branch Manager – Harrow

Meet Lorna, the branch manager for Harrow

About me

Hello! I'm Lorna, manager for Harrow branch. I have lived and worked in and around the Harrow area for most of my life so I know the area really well. Harrow is a very multicultural community and there is always plenty to do for the young and old. It's a great place to live and work and knowing the area so well means I'm able to support our customers with more than just care, I can suggest local activities, community groups, and things to get involved in. I'm responsible for our customers, meeting new customers and their families and carrying out face-to-face assessments. I'm also responsible for looking after the welfare and training of our carers, something I really love doing because they're just the most inspiring people!

Experience

I have worked in various roles within the care industry from deputy manager for another home care company, to being a support worker for young people with autism in a day centre, and even a private carer myself. I have enjoyed working with different people and learnt so much from them. I hope that I can share my expertise with my Harrow team to help them learn and develop as carers and people.

I've got so many lovely moments from my time working in care, but one that really stands out is when I helped a young man who suffered from anxiety. I decided to try something different with him, an activity outside of what he would usually do to help him relax a little. I got a foot spa out, filled it to the brim with bubbles, let him soak his feet for a bit and then gave him a foot massage. This put him in a really positive frame of mind and a great mood afterwards, it's important that we focus on well-being and mental health as well as the physical aspects of care. After all compassion goes hand in hand with care!

That moment was just the most amazing experience and taught me that it's the little things which often mean the most. Making other people happy like this is the most rewarding part of what I do.

Why I chose Helping Hands

I wanted to join a company which shares the same values and passion for care that I do. I also love that we give our carers excellent training and that there's is plenty of opportunity to grow within the company. We're just one big, supportive family!

