Helping Hands
The Home Care Specialists

Est. 1989

Louisa Johnstone

Branch Manager - Leicester

Meet Louisa, Leicester Branch Manager

About me

Hello! I'm Louisa, manager for Helping Hands' Leicester branch. I have been managing care in the local community for 12 years now, and I'm very passionate about supporting local residents. It's my responsibility to meet with customers to gain feedback on a regular basis and ensure that they are happy with our service, to meet potential new customers face-to-face and to manage a wonderful team of visiting carers, supporting them with supervisions and appraisals. I draw upon my years of professional experience working in care, my local knowledge, and understanding of individual care requirements to implement a truly professional and person-centred service of care within the Leicester area.

Experience

I've lived in Leicestershire all my life, and I've been delivering care here since 2005, so I have a detailed understanding of the local care sector.

I currently hold NVQ Heath and Social Care at levels 2 and 3, and I'm currently working on my level 5 qualification. I'm also a qualified Moving and Handling Skills Instructor, a qualified Risk Assessor, and I have completed extra Dementia training. I am incredibly committed to ensuring that we deliver the finest quality home care, with compassionate, qualified, experienced carers.

Why I chose Helping Hands

I chose to join Helping Hands in Leicester because it gave me the opportunity to run a brand new branch. I could ensure that we built ourselves up around core values of compassion and high-quality care.

I was impressed by Helping Hands' family values from the start, and the support I've received throughout my experience here has been fantastic. If I ever have any questions, there's always someone to point me in the right direction.

I feel we provide an excellent service to people who desperately want to stay at home in the area they love, surrounded by friends, family and their pets – but with just a little (or a lot) of support from our incredible carers.

Dementia Helpline call 0808 161 1626

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