



Helping Hands

The Home Care Specialists

Est. 1989

Louise Cooke

Senior Live-in Care Manager - North

Meet Louise, your Senior Live-in Care Manager in the North Region

About me

Hi I'm Louise. My main role is to support our carers. I firmly believe that if our carers are well supported and happy in their placements, then this will reflect in the care that they deliver to our customers. I am also responsible for meeting with our customers and their families. I also do partnership work with our central office, healthcare professionals and families to complete the customer's initial assessments and then create their support plan. Together with my Assistant Care Services Manager, we will support our carers going into our placements and ensure that they deliver a quality, person-centred care service.

Experience

I have worked in the care sector for over 25 years, starting right from the bottom of the career ladder at 15 years old. My first job was to wash the dishes in a residential home that I worked in which supported people with learning difficulties. Before Helping Hands, I have worked in various roles such as working in the orthopaedic and elderly care sector with the NHS. I was a care co-ordinator at the North Yorkshire County Council and an area manager for a charity that supported people with complex needs to live independently at their chosen home. I have also worked for two private domiciliary care provider's as their registered manager.

Why I chose Helping Hands

I decided to join Helping Hands because of how great the organisation is. Right from the very beginning of the application process it appeared to be very customer orientated, professional, organised and well led. There is a focus on the recruitment of quality carers and ensuring that they are trained to a very high standard.

The live-in carers are dedicated and committed to providing a high quality service for their customers that they support in their own home. The live-in care team are more than carers; they are trusted companions. These relationships have grown over the years and reading the compliments board at Head Office makes me feel very proud that I joined this organisation.

Qualifications

I am currently studying for my Level 5 qualification.

