



# Helping Hands

The Home Care Specialists

Est. 1989

Lynne Heather

Branch Manager – Maidstone

## Meet Lynne, your Branch Manager for Maidstone

### About me

Hi, I'm Lynne. I have lived in the local area for 25 years now, which means I have a great understanding of the community, and I've also managed quite a few services in the region too. Helping people in the community is really important to me and I'm really excited to be heading up the Helping Hands Maidstone branch.

### Experience

Care is been a huge part of me for some time – I've even had my own company recruiting for the Health & Social care sector across the South East, so I know exactly what makes a great carer. I also have an NVQ4, Registered Managers Award, and an IOSH in Health & Safety.

I've had some truly memorable moments throughout my time in care and I always love meeting new people. There was one time when I was coming back from the local market and I saw a gentleman pushing a motorised wheelchair. I stopped and asked him if he needed any help – the battery in his wheelchair had run down. I took him back to his home in his chair, got him comfortable in his lounge and plugged his chair in to recharge. It's moments like these that make caring for other people so rewarding and wonderful – being there for someone in a moment of need gives me such a great feeling!

I'm very passionate about delivering a quality service to all of my customers and making sure that they feel valued as individuals. This goes for my carers too; I only want the very best for all of them and I'm always happy to share my experience to help them grow.

### Why I chose Helping Hands

I chose Helping Hands because I really connected with the values and ethos of the company. My interview was also really good and I love the support that they give to both customers and carers.

