



**Lynsey Collins**

**Care Manager – Salford and Bolton**

## Meet Lynsey, your Care Manager for Salford and Bolton

### About me

Hi, I'm Lynsey. As the Care Manager for the Salford and Bolton branches, I oversee and manage home care for our customers across the Salford and Bolton area. My role also consists of supporting my team of fantastic carers to ensure that they can provide the very best support possible for our customers. The reason I came into the care industry is because I have a passion for helping and supporting people, which is something I have done in my previous career for the past 16 years. I am very passionate about knowing each and every one of my customers, recognising their needs so I can ensure that they receive the highest standards of care from my team.

### My experience and expertise

I joined Helping Hands in March 2020 after spending the last 16 years working in the funeral industry. I have been a funeral director and then progressed to a care centre manager within the industry, supporting many families over the last 16 years at their most difficult times. I qualified as a funeral director in 2012 gaining my diploma with the National Association of Funeral Directors, along with being a licensed member of The British Institute of Funeral Directors. Although I am working in a different line of care, I have a wealth of experience in both caring for people along with the management skills I need that will help me in my role as Care Manager.

### Why I chose Helping Hands

I chose Helping hands because of their values. We most certainly want to provide the highest standards of care for our customers, along with employing the very best people to carry out the care. This enables our customers to remain in their own homes comfortably and stay as independent as possible. I was amazed to see the passion that our employees have for care and I am so proud that we really do have the very best people on our teams.

