



## **Matt Bristow**

Regional Care Director - London

**Hello, my name is Matt Bristow,  
your Regional Care Director for London & Essex.**

### **About me**

Hi, I am Matt Bristow; husband, father, fitness enthusiast and Leader of the London teams.

As the Regional Care Director, it is my role to lead a hugely skilled care team operating in London and Essex, ensuring the highest levels of care are being delivered to our customers on a daily basis. We have a large branch network equipped to deal with all your hourly care needs, and I am also the Registered Manager with the Care Quality Commission (CQC) for our live-in program, where we are set up to support you on a more permanent basis.

I am inspired on a daily basis by the true lengths my colleagues go to, to ensure that customers can continue to live long, healthy lives from the comfort of their own homes. This is one of the main reasons that inspired me to join care.

Part of my role is to ensure the continued development of our care colleagues. My true passion is people, and the development and growth of highly caring teams has been my biggest goal ever since I first started in a leadership role. You will see when you get the pleasure of meeting some of the carers in our region that our true underpinning value is caring and kindness.

## **My experience and expertise**

I originally planned to spend my career working in I.T. From a young age, I was fascinated by technology and software. This led into a desire to eventually become a programmer in the industry; like many people in life though, a curve ball is thrown at a specific time that led me down a different path. I am a true believer that everything happens for a reason in life - sometimes good and sometimes bad. Fast forward a decade and a half and I have spent many years now working prodimently in health care retail in a senior leadership position.

My skills, or should I say main expertise, is being able to lead and develop highly performing teams on the ground in day-to-day operations. I consider myself to be a highly driven and ambitious individual, with some key characterists that suit leadership in care - mainly being a calm, empathetic and open listener.

My passion is and always has been people, and although I thoroughly enjoy the peace and tranquility of being on my own in my own head space, thinking and planning, I thrive in a team environment where those around me are happy and know the vision we are working on

## **Why I chose Helping Hands**

I joined Helping Hands in 2020 which has been a turbulent year for many, and I can honestly say it is one of the best choices I have made (remember everything happens for a reason). My previous roles have allowed me to transition into the role due to multiple transferable skills. I am now registered with the CQC for our live-in program and aim to deliver an 'Outstanding' result when the time arrives.

For the me, the biggest enjoyment I get on a daily basis is variety of my days. Having done multiple leadership roles in my time, the old saying of, "no day is the same", really never gets old. Ultimately, variety is the spice of life!

For me though, this is the first time in my career when I have truly felt part of a business that does the right thing for its customers and puts their care at the forefront of everything we do.