



**Michelle Oseland**

**Branch Manager - Walsall**

## Meet Michelle, your Branch Manager for Walsall

### About me

Hi, I'm Michelle. I have lived and worked in Walsall and the surrounding areas for all of my life, and in particular have worked in care for 25 years. I am passionate about providing high quality care, with compassionate and reliable staff that truly want to make a difference to their customers. In my personal life I have 3 Labradors who I love looking after and enjoy cooking for and socialising with my family and friends.

### My experience and expertise

Before joining Helping Hands I worked for other care providers in various roles, starting as a Community Care Assistant and rising to Registered Manager over my career. Throughout my time in care I have achieved NVQ Level 3 in Health and Social Care and Level 5 in Leadership and Management. Over the course of my career I have worked in particular with those suffering with dementia, so have a great understanding of the complications that the condition can bring.

In a previous role I worked very closely with a lady who in her own words had just given up and 'wanted to die.' She was in residential care, and remained in her chair 24 hours a day. She had a severe pressure sore on her heel, and various other issues which left her at high risk of needing an amputation from the knee down. On top of this she was very depressed, distressed and declined any support from the care assistants. I worked very closely with her, encouraging her to move, and spend time in bed as opposed to her chair and then supported her to purchase a mobility scooter to help her get around. Within weeks she was out and about in our communal areas, eating in the restaurant and socialising with staff and residents alike. Her quality of life changed entirely, and it is truly amazing to be part of transformations like that, helping people get the most out of their circumstances.

### Why I chose Helping Hands

I chose Helping Hands because I wanted to work for a family-run business that had strong values which are in line with my own. Walsall is a new branch to the company, and I wanted to be part of its growth and success in my own local community.

