



Michelle Webster
Branch Manager

**Hello, my name is Michelle,
Branch Manager for Durham and Newcastle.**

About me

Hello, I'm Michelle the Branch Manager for Durham's and Newcastle's branches of Helping Hands. It is my responsibility to oversee and set up every care package in the local area and to ensure that we are delivering the very best care at all times. To me, care is about providing a personal experience that is tailored to exactly what the customer needs based on their unique situation.

My experience and expertise

Originally from Sunderland, I am a local girl with a wealth of knowledge about Durham, Newcastle and the surrounding areas. I have been working in care for the last eight years in various roles such as a care coordinator and also as a carer myself. I have a degree in Health and Social Care, a leadership and management qualification and I am also a Dementia Champion.

My work and personal experiences as a full-time carer for my son who has multiple disabilities enables me to be able to empathise with customers and understand what they are going through. I embarked on a career in health care to help people and support them in the same way I would wish for my son.

Why I chose Helping Hands

I joined Helping Hands as I wanted to work for a company where everyone is valued and that could promote my vision for a holistic hub for carers and provide excellent personalised care for customers. Helping Hands delivers just that.