



## **Nesta Bishop**

**Branch Manager - Alcester**

**Hello, my name is Nesta Bishop.**

**I am a Branch Manager for the Alcester team at Helping Hands.**

### **About me**

I have been a manager for over 20 years both in a commercial business and with Helping Hands. I am a mum of two grown up children and a nana. I am a true Welshy who likes to have a chat and get to know people, and I like to know the background of our customers and carers alike so I can support them fully.

I have been managing care in the local community for 18 months with Helping Hands. It's my responsibility to meet with customers to gain feedback on a regular basis and ensure that they are happy with our service, to meet potential new customers face-to-face and to manage a wonderful team of visiting carers in line with CQC, supporting them with supervisions and appraisals. I am a firm believer that everyone should have the choice to stay at home and receive care with their family and friends around them. I have the drive to ensure that all of my customers are receiving the best possible service with the highest calibre of local carers.

## **My experience and expertise**

I have worked within health and social care for 18 months. Prior to this, I worked for an energy company for 20 years as a manager within a call centre. I have lots of experience within the elderly sector, supporting customers with various needs such as dementia and Alzheimer's.

I have progressed within the care industry starting out as a carer, and working my way up to management level. As a carer, I loved my job. It never felt like work to me. To me, being a carer came naturally. I am so passionate about providing care that makes a real difference to someone's life. I believe that all carers are like extended family who look after peoples' loved ones, and it takes someone very special to trust with the people that we love so dear. I am so pleased that I joined Helping Hands as they share the same values as myself, so we are a perfect match.

## **Why I chose Helping Hands**

I joined Helping Hands because I was looking for a change of career. I felt strongly about being able to be in a career where I could give something back to the community, and I wanted a more rewarding profession and a chance to progress which is exactly what I have been able to do. I am able to provide training and support to our carers so that they can provide an excellent service to our customers who desperately want to stay at home in the area they love, surrounded by friends, family and their pets – with the level of support from our incredible carers that suits their needs.