



# Helping Hands

The Home Care Specialists

Est. 1989

## Nicola Barnes

Branch Manager – Torquay

### Meet Nicola, your branch manager for Torquay

#### About me

Hi, I'm Nicola, the branch manager for Torquay. I am responsible for ensuring that customers are provided with excellent care, by carers that are valued, well trained and supported by the branch. I have lived in Newton Abbot for most of my life, and I have worked in the Torquay area for the last 10 years.

#### Experience

I have worked in care for almost 20 years in various roles, including 8 years in the NHS. I have also worked with mental health for 5 years, CHC, rapid response, and palliative care. What matters most to me is making sure that our customers have the best possible care no matter what their needs are.

My qualifications include years of experience, previous registration with CQC, and I am currently completing QCF 5. I also have my NVQ 4, a qualification in Mental Health and an ILM 3 in Leadership and Management.

I've had so many wonderful memories and experiences throughout my career. I've also helped the families of customers requiring palliative care through the difficult process. It makes me so proud of my carers when they bring a bit of joy to their customers, even if it's helping with lunch or taking them out for the day to the seaside. I feel incredibly blessed and privileged to be a part of their care journey.

#### Why I chose Helping Hands

I decided to join Helping Hands as they have an excellent reputation for valuing and supporting their staff, and happy staff mean happy customers. They also provide an excellent care service with clinical support which is tailored to the needs of the customer. As Torquay is a new branch, I will be able to meet and know all of the customers and staff members.

I feel very passionately about being able to provide the quality and tailored care that customers require, the importance of really supporting my staff, and appreciating the work that they do. I am looking for carers that really want to make that difference.

