



Helping Hands

The Home Care Specialists

Est. 1989

Olivia Price

Live-in Care Manager – Gloucester & Swindon

Meet Olivia, the Live-in Care Manager for Gloucester & Swindon

About me

Hello! I'm Olivia the Live-in Care Manager for Gloucester & Swindon. I'm responsible for looking after the welfare of our live-in customers, ensuring that their care plans are tailored perfectly to their needs and that they are matched with a carer who fits in with their lifestyle. I'm also responsible for meeting new customers face-to-face to introduce them to our service and to ensure that we take care of training, coaching and mentoring of our wonderful team of carers. I take incredible pride in my role, ensuring that we deliver the finest, safest, quality care to our customers. Making sure that our customers are able to remain independent in their own home, surrounded by the people that they love and in familiar surroundings is the greatest sense of achievement – it makes me incredibly happy to know that the team and I are able to facilitate this.

Experience

Prior to joining Helping Hands I spent five years as a National Health and Social Care Trainer, delivering a range of 65 courses to some of the biggest names in Health Care. I delivered the training in a wide variety of settings including hospitals, elderly care centres, neurology centres, prisons and domiciliary care companies. My job involved teaching many subjects and being able to adapt them to any clinical and social care setting, and to students at any level of clinical understanding. I have also delivered training within a care centre. I was responsible for providing all staff with their statutory and mandatory training, delivering the training for a team of 20 on the dementia & mental health floor.

I began my career in care as part of the care team for HCS, working in the community and caring for adults at all stages of their life and a huge variety of needs and medical conditions. As my confidence grew I progressed within the team, helping to mentor and train new HCA's; eventually it was my responsibility to support the service manager with organising care routes, timings, as well as meeting new potential service users.

Why I chose Helping Hands

I'm a caring and compassionate individual, I volunteer for the Samaritans, helping to support the vulnerable in our society who struggle day to day with mental health issues and just need someone to listen to them. It's this same ethos that attracted me to Helping Hands, I buy into our compassionate values our commitment to customer service, to quality care in the home, to delivering the best possible service no matter what – we go above and beyond, it's as simple as that.

