



Helping Hands

The Home Care Specialists

Est. 1989

Rachel Elliott

Branch Manager – Warrington

Meet Rachel, your Branch Manager from Warrington

About me

Hi, I'm Rachel, the branch manager for Helping Hands' Warrington branch. 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, supporting them with supervisions and appraisals. Good service to me is making our customers feel happy and comfortable. Knowing that we enjoy visiting them makes a huge amount of difference to their day. In short, we are being the rainbow in someone else's cloud!

Experience

Before Helping Hands, I worked at Bupa as an elderly carer support officer. I have worked within the care industry for 9 years now, starting as a carer then worked my way up the ladder in a care home. I have also worked in hospitals as a health care assistant so I have a large amount of experience in the care field. After gaining experience in various roles, I joined Helping Hands as they are leading the way in providing care. I am incredibly committed to ensuring that we deliver the finest quality home care, with compassionate, qualified, experienced carers.

I have my NVQ 2 and 3 in Health and Social Care and am beginning my NVQ 5 very soon. I also have various certificates such as emergency response first aid, stoma and trachea training, adult and child safe guarding and I'm a Dementia Champion.

Why I chose Helping Hands

At Helping Hands, first class care is always delivered, the support given to office staff and carers is amazing. The carers I have at the moment are some of the best I have met; we all get along amazingly well, communicate daily with any little or large concerns and we all support each other, which is exactly what it should be like. We are a very close team!

I feel we provide an excellent service to people who desperately want to stay at home in the area they love, surrounded by friends, family and their pets – but with just a little (or a lot) of support from our incredible carers.

