



Rebecca Terrell

Area Manager – South East

Meet Rebecca, your Area Manager for the South East

About me

Hello I'm Rebecca. As the Area Manager for the South East, I strongly believe in maintaining a happy workforce and I work closely with my managers and their carers to ensure they are happy and feel supported. I will do all I can to give them all of the tools they need to enable them to do their job to the best of their ability, resulting in high quality care. I am passionate about providing person-centred care to every single one of our customers and I truly believe that building and maintaining strong customer/carers relationships is key to doing this.

Experience

I have worked in the domiciliary care sector since graduating from Roehampton University. I have worked in a variety of roles including Scheduling Manager, Care Coordinator, Recruitment and Training Coordinator, Quality Assurance Manager and Care Manager. I developed an interest in Dementia after seeing my grandad live with Alzheimer's and so when I graduated, I knew care was a career I had to pursue and I have not looked back since!

I have so many lovely stories from my time in care, which also includes overseeing the Wimbledon branch of Helping Hands, but one that springs to mind is when I was providing overnight care for a lovely gentleman. I used to visit him 5 nights a week for 2 and a half years. He was a retired architect. He used to show me photographs of his work and used to say how much he wanted to visit his buildings, it was really fascinating hearing his stories. He lacked confidence and so did not want to go out of the house when I suggested it. After many months of building a strong, trusting relationship I convinced him to get in my car and I drove him to one of the buildings he designed (quite a local landmark) and seeing his wonderful reaction was priceless and will stick with me forever.

Throughout my career in care so far, I have completed a variety of qualifications in care and in specific conditions. I also hold QCF Level 3 in Care and QCF Level 5 in Leadership and Management in Care.

Why I chose Helping Hands

I decided to join Helping Hands because I truly believe in their ethos. Helping Hands has been providing high quality care for years as a family business and has grown rapidly; it is now very well-established with such an excellent reputation nationwide. I have worked for other companies before, but Helping Hands is different. The continuum of services it offers is brilliant, from one half an hour visit a week to full time live-in care. Helping Hands also delivers clinical care to people at home and has Specialist Nurses who oversee this. The training is second to none and having happy carers is vital to providing good care.

