



Helping Hands

The Home Care Specialists

Est. 1989

Rebecca Trezise

Norwich Branch Manager

Meet Rebecca, Norwich Branch Manager

About me

Hello! I'm Rebecca, manager for the Helping Hands' Norwich Branch. I'm responsible for looking after our customers, meeting new customers face-to-face to go through how we can help them and looking after the welfare of our carers. My role is primarily to ensure a first class service every time.

Experience

Whilst I was growing up, my mother lived with severe rheumatoid arthritis, and my father with a number of debilitating conditions. I grew up supporting and caring for them, this gave me a huge insight into the issues that customers, their families and their carers face every day. My parents were concerned about the impact this experience had on me, but I'm determined to utilise the insight and passion I feel about the importance of a practical, common sense approach in order to offer a truly person-centred delivery of care. I am willing to do anything in my power to maximise quality of life and wellbeing for my customers and their loved ones.

I have worked in the care for ten years, training initially as a live-in care manager. During this time I was responsible for supporting around 65 customers around the UK, and I did so for a six year period. Following a break from the care industry, I returned to my favoured profession of working in visiting care as a quality assurance and business development manager. Just prior to joining Helping Hands, I was worked as a registered manager for a small independent care provider, supporting the growth of the business, from initial start up into a very busy service.

I have met many interesting customers throughout my career, and they all express the same emotion – 'there is no place like home!' My passion is to keep our customers living independently at home!



Qualifications

- Currently working towards NVQ Level 5 in Health and Social Care
- Dementia Champion

Why I chose Helping Hands

I joined Helping Hands as I had been seeking a company whose ethos reflects my own. I am very passionate about the provision of a high quality, user friendly service. The length of time that Helping Hands have been providing live-in and visiting care stands testament to the fact that we are experts in caring for vulnerable adults. The resources and expertise that are available to our carers, customers and office staff are second to none.

I have lived in Norfolk all of my life...it is too good to leave! I currently live in a market town near to Norwich, but lived centrally ten years prior to this. Norwich is a wonderful, vibrant city and very popular as both a place to live and visit. The service that Helping Hands provides has enabled many customers to remain living independently in their own homes; it is a wonderful thing that we do, and I hope to do this for those living in my local community.

