



**Rhiannon Lewis**

**Area Manager- West**

## Meet Rhiannon, your Area Manager for the West

### About me

Hello, I'm Rhiannon and I'm the Area Manager for the West region. My main responsibilities in this role include overseeing numerous branches and ensuring that all aspects of care provided is of a high standard – dealing with customers and carers alike.

Seeing positivity spread across the region, and seeing direct growth and satisfaction increase through the efforts of my team and I has been a brilliant experience.

### My experience and expertise

Prior to joining Helping Hands, I worked as a Care Delivery Director for over eight years. Originally entering the care sector while I was in university, I started working as a care assistant and then worked my way through different roles, gaining skills and confidence as I went.

I think the nicest experiences for me are when you can support someone by providing care tailored to their needs and then see direct positive outcomes as a result of person-centred support.

I have an NVQ in Health & Social Care and am working towards a Level 5 in Leadership and Management. I also have a degree in Psychology and hold a Master of Forensic Psychology.

### Why I chose Helping Hands

I liked the way Helping Hands operated and felt I could relate to the 'family' environment and the morals of the company. I like the fact that the CEO is personally invested in the success of Helping Hands and put both carers and customers first in their business model.

I think that we offer a wide range of support here and all services are always customer focused. As soon as I joined the business I quickly gained a sense of friendliness and willingness to help from the staff I met. Everyone really enjoys their jobs and thrives on success.

