



Rhiannon Lewis

Area Live-in Care Manager – South West

Meet Rhiannon, your Area Manager for the West

About me

Hello, I'm Rhiannon and I'm the Area Live-in Care Manager for the south west region. My main responsibilities in this role include overseeing numerous live-in care managers 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 it 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.

