# Helping Hands
## Care and Nursing at Home
### Est. 1989

## Sarah Taylor-Jackson

### Branch Manager - Northampton

## Meet Sarah, your Branch Manager for Northampton

### About me

Hello, I'm Sarah the Branch Manager for the Northampton Branch of Helping Hands. It is my job to ensure that all runs smoothly in the branch, that customers receive the highest quality care and that carers are fully supported in their role. In my free time I enjoy spending time with my family and visiting the seaside. Both of my sons are in the England Street Dance Team, so I spend a lot of time travelling and watching them in competitions which I love!

### My experience and expertise

I started as a support worker and worked my way up through the different roles of senior support worker, team leader and then to registered manager at my previous company. I have worked in care for most of my adult life, so have a good understanding of all elements of a successful and safe branch. Throughout my career I have gained my Level 3 NVQ in Health and Social Care and am currently working towards my Level 5.

A story that stays with me is supporting a young gentleman transition from a residential school in to supported living. Throughout his life the only interaction he had had with people was to complete necessary tasks like personal care. He was very wary and would often push people away. Through working closely with him and other professionals, we were able to increase his interactions, and improve his relationships to the point that he actually sought that closeness and didn't want to push them away. This took a lot of hard work and perseverance but to change someone's life like this is one of the most rewarding experiences.

### Why I chose Helping Hands

I had been with my previous company for almost 9 years, before I decided it was time to continue my journey elsewhere. I looked at lots of roles and different companies and was only able to find positive reviews and comments about Helping Hands – the wealth of positive feedback made me realise that this was the direction I wanted to move in.

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