



Sarah Underhill

Branch Manager – Redditch & Bromsgrove

Meet Sarah, Redditch & Bromsgrove Branch Manager

About me

Hello! I'm Sarah, manager for the Helping Hands' Redditch & Bromsgrove Branch. I am responsible for ensuring our customers receive the best possible care in their own homes, for visiting new potential customers, and also for making sure that our team have the support and guidance that they need to do their job. I enjoy developing our carers in their role, so that they achieve their personal goals and this gives me the confidence that we continue to offer a quality and safe service.

Experience

I have lived in Worcestershire all of my life and I have been managing services throughout the UK whilst I have worked in the health and social care sector. I have worked in the care industry since I was 17, so nearly 20 years now! I have an NVQ level 4 in Health and Social care and a level 4 registered manager's award qualification, which includes Moving and Handling, Health and Safety and Food Hygiene amongst other areas.

During my career I have provided support to people in the community and people who have live in a residential home. I'm passionate about enabling our customers stay within their community, I believe that remaining in your own home is vital to help retain independence and dignity. I also find that it helps when our customers are supported by their families, friends and carers working together as a cohesive, unified team.

At the Redditch & Bromsgrove branch, we have so many positive experiences already. We have provided care and support to a family, mum was struggling with her mobility and we worked very closely with the family to provide the best support we could. This resulted in her gaining confidence in daily tasks again, a fantastic result all round!

Why I chose Helping Hands

I joined Helping Hands in October 2016, I joined because of our strong values and commitment to our customers and carers. Our carers have an important role in looking after our customer's well-being, keeping them safe and giving them the morale support and compassion that they so deserve. I am delighted to be working with such a fantastic team.

