



**Simon Ball**  
 Branch Manager – Basingstoke & Wokingham

## Meet Simon, your branch manager for Basingstoke & Wokingham

### About me

Hi, I'm Simon. Here at the Basingstoke and Wokingham branches, we have a fantastic group of carers who are always willing to go the extra mile, and I'm proud that we're able to support people within the local community to live comfortable and independent lives within their own homes. I have worked in the area for a number of years and have some great local connections.

### Experience

I first joined Helping Hands in 2017. One of my most memorable moments was setting up care for a lady with Alzheimer's who had lost a lot of weight due to not eating. My team spent considerable time with the lady, getting to know her and understanding her history and condition. We tailored her package of care and built up a really good relationship with her. Within two months, she had healthily put the weight back on, was going out to coffee shops and the day centre with the carers, and today is living independently and safely at home with our support. Helping this lady was truly special and the carers involved in her care really went above and beyond, which makes me so proud.

Overall, I have around 10 years' experience in care. Before I found Helping Hands, I was with another care provider, where I was again responsible for making sure people in my local community with a host of different care needs had access to the support they needed to live independently, with their families and friends close by. My experience has taught me a great deal about how to provide the best possible care and I believe it's important to share this experience with my carers so that they, too, can learn and progress.

Outside of care, I've worked as an operations manager within the leisure and tourism industry and hold a BSc (Hons) degree in Applied Psychology.

### Why I chose Helping Hands

I love the fact that we're a family-owned and run business and provide all aspects of care from companionship all the way up to complex nurse-led care. I could really see the opportunities to develop my career and I'm very excited to part of such a friendly and supportive team.

