Helping Hands
The Home Care Specialists

Est. 1989

Sophie Moore

Live-in Care Manager - Sussex

Meet Sophie, your Live-in Care Manager in Sussex

About me

Hello, I'm Sophie, and I'm responsible for carrying out meetings and assessments with our customers so I can develop their individual care plans. My role also includes supervising our wonderful carers and the overall management of my area, ensuring the quality of the care provided whilst liaising with family members. I have lived in the area I manage in Sussex for 27 years, and I am passionate about enabling local residents to remain living independently in their own homes.

Experience

Before joining Helping Hands, I was a registered home manager for Bupa care homes. Previously, I worked for another care organisation holding several roles including team leader and deputy manager, all in residential settings. My current qualifications include: Level 3 Diploma in Health and Social Care; Registered Manager; Risk Assessor in Health, Safety and Fire; Manual Handling trainer; First Aid at Work, and Foundation Level Medication Handling.

I've really enjoyed interacting with my customers. My focus has always been quality and customer's needs. In my last care home I implemented something called "pick a wish", whereby each resident would make a wish every month. One of them would be selected out of a hat and we would ensure that wish came true. This had a very positive impact on the customers and their families – one in particular sticks in my mind. A resident wished to re-live and celebrate her wedding day, so we arranged a cake, bouquet, champagne, photographs of her wedding day provided by her family, her favourite music, and gifts. All the staff attended. It was a really special day.

Why I chose Helping Hands

I decided to join Helping Hands because I'd read some very positive reviews about the company, and also because I wanted to be more involved in the care itself – my last role was more business-orientated. Becoming a Live-in Care Manager here has enabled me to do just that.