



**Sophie Pritchett**  
Branch Manager - Barnet

## Meet Sophie, your Branch Manager for Barnet

### About me

Hello! I'm Sophie, Branch Manager for Barnet. My responsibilities are to manage the day-to-day running of the branch - I assess customer's needs and set up care packages, oversee schedules to ensure customers have regular carers and make sure person-centred care is always delivered. In short, I am the one accountable for the smooth running of the Barnet branch.

The things I enjoy most about my role is knowing my team and customers are happy. Nothing can beat this! I enjoy receiving outstanding feedback from our customers regarding the care they've received. Having been a carer myself, I enjoy sharing my first-hands on experience with new carers joining the team. I also still love delivering care.

### My experience and expertise

I previously worked as a Care Coordinator for three years before making the move to Helping Hands at the start of 2018. This experience allowed me to both grow as a carer and helped me to gain skills in managing other people. I believe this experience has been vital to my success as a Branch Manager, as I not only understand the roles of the carers in my team, but also what my customers are looking for in a care provider.

I am NVQ Health and Social Care Level 3 qualified.

### Why I chose Helping Hands

I decided to join Helping Hands because I wanted to be a part of a company which shares the same values and passion for care that I do. Helping Hands takes great pride in their staff and this is something I feel very passionate about. I feel honoured to be working for such a company.

My team provide an excellent service to enable our customers to stay at home, remaining independent for as long as possible.

