



Helping Hands

The Home Care Specialists

Est. 1989

Susan Wright

Branch Manager – Sheffield

Meet Sue, your Branch Manager for Sheffield

About me

Hi, I'm Sue. I am originally from West Yorkshire but moved to South Yorkshire in 1997 and have been based there since. Having worked for Helping Hands for over seven years, I have seen a vast change in its size and structure. What has impressed me the most is that the company still holds, at its heart, its values and the fact that it is family run. The standard of care and carers have always been high which has allowed its reputation to go from strength to strength.

As a Branch Manager, I'm responsible for the day-to-day running of the branch and the Sheffield carers, making sure high-quality and friendly care is always delivered. On top of this, I regularly conduct carer observations, ensuring our carers are providing only the best level of care. I also build support plans that are bespoke to each of our customers, matching their interests, hobbies, personalities and most importantly, care needs. I work very closely with the local community, helping the residents receive the level of support they need, whenever they need it.

Experience

Prior to joining Helping Hands, I have had a varied career, spending 16 years in the WRNS (Royal Navy) as a Petty Officer and working as an administrator for a local coach company before having my children. I then trained as a childminder which eventually led me to becoming a partner in a children's nursery with a friend. I did this for nine years before I moved to Redditch and started working as an hourly carer with Helping Hands.

I have obtained a number of qualifications, including Level 2 and 3 in Health and Social Care and Level 3 in Childcare, Learning and Development, Level 3 Education and Training. I am currently completing EATS Level 3 (Education and Learning Qualification) and I would like to do my Open University in Dementia too. I am currently studying for my Level 5 in Health and Social Care.

Why I chose Helping Hands

I was looking to change my career skills and having recently lost my father was looking to work in the care sector. One of the Helping Hands' pop-up ads appeared on Facebook which made me decide to see what the company was about. I looked at the hourly website, applied to become a carer for the company and was accepted. I was an hourly carer for three and half years before applying to become a Regional Trainer in May 2015, now I'm a Branch Manager and love my new role.

