



Tessa Hilton

Branch Manager – Peterborough

## Meet Tessa, your branch manager for Peterborough

### About me

Hello! I'm Tessa, manager for Helping Hands' Peterborough branch. I have been managing care in the local community for three years now, and I'm very passionate about supporting local residents. It's my responsibility to meet with customers to gain feedback on a regular basis and ensure that they are happy with our service, to meet potential new customers face-to-face and to manage a wonderful team of visiting carers, supporting them with supervisions and appraisals. I draw upon my years of professional experience working in care, my local knowledge, and understanding of individual care to implement a truly professional and person-centred care in the Preston area.

### Experience

I've been working in the care industry for around 15 years, including as a senior care coordinator, and I've had so many wonderful moments. As the branch manager, I feel it's important that my carers feel that they can approach me with any questions that they have and I'm always keen to share the lessons I've learnt with them.

I feel that nothing is so big that it cannot be overcome at Helping Hands; there's always someone there to help and offer advice on any situation. I'm delighted with the carers in my team – they've all been selected because of their caring personalities as well as their skills.

I am incredibly committed to ensuring that we deliver the finest quality home care, with compassionate, qualified, experienced carers.

### Why I chose Helping Hands

I love how much Helping Hands cares not just for the lovely customers they have, but their staff as well. I liked the thought of being a part of a growing team, watch it develop into something great from the start, and be proud of the achievements.

I feel we provide an excellent service to people who desperately want to stay at home in the area they love, surrounded by friends, family and their pets – but with just a little (or a lot) of support from our incredible carers.

