



Helping Hands

The Home Care Specialists

Est. 1989

Tracey Dixon

Branch Manager – Fakenham

Meet Tracey, your Branch Manager for Fakenham

About me

Hi, I'm Tracey. As the Manager for the Fakenham branch I'm responsible for assessing customers for their care and support needs and helping them to remain as independent as possible at home. I was born in Nottingham but have lived in Norfolk for the past 48 years - North Norfolk is a beautiful part of the county and I really love being here!

Experience

I have worked within Occupational Therapy for nearly 7 years. Before that, I worked for Adult Social Services for 4 years and have been a CQC Registered Manager before joining Helping Hands.

I believe it's the little things we do for each other in life which mean so much. When I was working at a hospital, I had a patient who was blind, deaf and mute. No one could communicate with her except through people who could 'finger speak', but they were only allowed to visit between 2 – 6pm each day (normal visiting times). Between those times she sat in silence. So that she could have someone to communicate with, I researched how to finger speak and taught myself how to say 'hello', 'how are you?' and 'are you ok?'. I also learnt the alphabet, so I could spell other words like my name.

When I took her hand and began to fumble my way through the words I had learnt, she gave the biggest smile ever! She couldn't talk but that said it all to me! Each day I did the same and we built a wonderful relationship. It made me cry to see how happy she was when I made the effort to talk to her. Sometimes, it costs nothing to do something simple for someone to bring joy and a smile.

Why I chose Helping Hands

It was Helping Hands' core values which ticked every box for me. I am passionate about high quality care and believe that society's most vulnerable should be able to access the right care and support, at the right time and delivered as a quality service.

