



Tracy Ellis

Branch Manager - Shipley & Ilkley

Meet Tracy, the Branch Manager for Shipley & Ilkley.

About me

Hi, I'm Tracy. As the Branch Manager for Shipley & Ilkley, I ensure that all of our customers across the region receive the warmest welcome and the highest standard of care, from our compassionate and considerate carers. I have over twenty five years' experience in managing care and I absolutely love what I do. Nothing gives me greater pleasure than being able to put a support plan in place to keep a customer in the home that they know and love, with the support around them so that they remain safe, have their well-being looked after whilst retaining their independence at home.

Experience

During my career I have worked in Social Services, specialist autistic care and domiciliary care management giving me a wealth of experience in complex care in a community setting, dementia, and autism amongst other specialisms.

I have supported people living with a range of conditions and managed complex care packages to ensure positive outcomes for customers, supporting them to live as full and independent lives as possible while ensuring the customer feels value and respected.

Why I chose Helping Hands

Having worked in care with families for over two decades, I understand the importance of consistency of service and true family values. Although Helping Hands has branches across the country, Tim & Ben still own and run the family business, they understand that acknowledging that care is needed can be really daunting for all people within the family circle and they ensure that we all work towards providing a consistent, compassionate and professional service that will make us stand out among care providers. I find that everyone is treated like an individual and with huge amounts of respect, our carers are put at the heart of everything that we do so that they feel valued and appreciated, and our customers are treated as though they are a member of our wider family. I'm really proud to support our customers and carers and to be a part of the Helping Hands family!

