



## Tracy Ellis

Branch Manager - Shipley

## Hello, my name is Tracy

**Branch Manager for the Shipley Branch**

### About me

Hi, I'm Tracy. As the branch manager for Shipley, 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.

In my spare time, I enjoy reading, watching true life documentaries and spending time with my grandchildren.

## My experience and expertise

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.

I have my Registered Managers award Level 2 and 3 in Health and Social Care, as well as Level 2 qualifications in Dementia, Learning Disabilities and End-of-Life Care.

## Why I chose Helping Hands

I chose Helping Hands as the reviews I read were very positive and everyone appeared so friendly and welcoming. I enjoy that every day in my job is different and no two days are the same.

Having worked in care with families for over two decades, I understand the importance of consistency of service and true family values. 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!