



Helping Hands

The Home Care Specialists

Est. 1989

Amy-Jayne Carr

Cardiff Branch Manager

### Meet Amy

“I decided to join Helping Hands as it is a family run business. Their views on care are very much the same as mine, Helping Hands always strive to provide the highest levels of care at all times. When I joined Helping Hands we were about to open our first branch in Wales, I was excited to take on the challenge of a new branch and maintaining the reputation that Helping Hands have made in England”.

### Experience

Amy has a wealth of experience in the care industry over many years. Amy was a domiciliary carer for large parts of her working life, and this has given her a true understanding of what it takes to be a fantastic carer. It is these traits that she fully installs in all her team in Cardiff. Through hard work and excellent standards of care Amy was then promoted to a supervisor role. This enabled Amy to help other carers and to provide the support that they needed. Due to excelling in this role, Amy then progressed to be a Care Co-ordinator, within this time Amy had a team of over fifty carers and Co-ordinated over 2500 hours of care! Amy is truly passionate about care, she enjoys helping others and will always go the extra mile in order to ensure that her Cardiff customers are happy! Amy is also a great companion, her customers know that they can approach Amy with any issues regarding their care and she will always do her very best to assist.

### Personality

Amy is a very empathetic and a caring character. She will always put her customers first, nothing is more important to Amy than the quality of care being provided by her carers to the Cardiff customers. In order to maintain this Amy keeps her carers' morale high by ensuring that they are all happy with no issues at all.

Amy is always there for her team of carers and they know that if they need help with anything they are always able to turn to Amy for help. Due to her wealth of experience as a carer, supervisor and Care Co-ordinator this has enabled Amy to see care from many different angles to provide the best help possible.

## Qualifications

- **NVQ level 3- Diploma in health and social care (adults)**
- **Level 5 Diploma in Leadership for Health and Social care Services (Adults' Advance Practice)**
- **Level 5 Diploma in Leadership for Health and Social Care Services (Adult Management)**

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