



## **Abbie Davis**

**Head of Live-in Care - South West**

**Hello, my name is Abbie,  
and I am Head of Live-in Care for the South West region.**

### **About me**

Hello, I'm Abbie. I have lived in Wiltshire all of my life and love living and working in this part of the world. Our carers are such dedicated and compassionate individuals and to me taking good care of our staff is just as important of making sure our customers get the person-centred care that they need. We provide flexible, tailored care which I'm thrilled to be a part of. In my free time I enjoy spending time with my two dogs and watching sci-fi films.

## **My experience and expertise**

I have been working in care for over seven years now, and started my career supporting young adults with autism, then moved in to visiting care, working my way up to supervisor, coordinator and then care manager. I have achieved my NVQ Level 3 in Health and Social Care and Level 5 in Management in Leadership too.

A particular customer that always stays with me a lady who had high level dementia. Her moods were very up and down, and she experienced hallucinations which could lead her to being aggressive towards carers. I noticed one morning that she was trying to think of a song that she couldn't remember. She then sang it and told us about when she used to go out dancing in lovely dresses and talk to men! I bought her a selection of CDs of music ranging from the 1930s to the 1960s. We played them every morning and it really helped her to calm down and communicate with us more clearly. This lady made me think about how we need to find personal solutions for every single customer to ensure they are happy and comfortable with their care, and help them to make the best of what can be a devastating condition of scenario. It brought all of her special memories back to life and it was amazing to be a part of this.

## Why I chose Helping Hands

I decided to join Helping Hands because I believe in person-centred care that is tailored to the individual, and Helping Hands work towards this with every customer, ensuring that customers and carers alike are looked after in the best possible way.