



**Bethany Smith**  
Branch Manager - Leeds

**Hello, my name is Bethany,  
Branch Manager for Leeds**

### **About me**

Hello, I'm Bethany and as the manager for the Leeds branch I am responsible for all aspects of the day-to-day running of our service. I ensure that all care packages are covered, all carers feel confident through regular training and one-to-ones and that we are compliant with the CQC.

I am originally from a mining town in the North East and then I moved to North Yorkshire in 2014.

I joined Helping Hands in 2016 with the York branch and have held various roles within my time here. Originally, I started as full time carer whilst studying at university. I then returned from maternity leave and began my role as field care supervisor. I was then promoted to care coordinator, which I did for almost two years and thoroughly enjoyed, before being successful as branch manager for Leeds.

## **My experience and expertise**

My care career started at the age of 16 on a neuro-rehabilitation ward. Whilst working there, I gained a wealth of knowledge and new skills such as PEG feeding, tracheostomy care and suctioning. Since then I have gained my Level 4 in Health and Social care and I am currently working towards my Level 5 in Management.

## **Why I chose Helping Hands**

I joined Helping Hands because I wanted to be part of a company that was going to grow from strength to strength. I was impressed by their ethos and their commitment to providing a high-quality care service. The Helping Hands values match my own; everyone wants to be able to offer our customers person-centred care.