



**Caitlin Evans**  
Branch Care Manager

**Hello, my name is Caitlin,  
Branch Care Manager for Helping Hands Durham**

### **About me**

Hello, I'm Caitlin, Branch Care Manager of Helping Hands Durham Branch. As the Branch Care Manager, it is my responsibility to oversee the day to day running of our service in Durham, ensuring we are delivering safe, bespoke, and high-quality standards of care to our customers and their needs are being met at all times. It is also important that we ensure our carers feel supported and valued within their roles as without them we would not be the service we are today.

It is important to me and my team to ensure we maintain the values of the company and always promote our customers independence to enable them to remain living within their own homes and for us to always strive to improve and develop the service we provide.

In my spare time I love to spend quality time with my partner and my fur baby Obee - 1 going on walking adventures. I also like to travel the world and learn about new cultures and their ways of living. Some of my favourite places that I have travelled to are America, Australia, Thailand, St Lucia, Fiji, Dubai, Dominican Republic, and numerous Cities across Europe.

## **My experience and expertise**

I was born Newcastle upon Tyne, however, have lived in County Durham for the last 11 years therefore I have a strong knowledge of the areas we cover. This allows me and my team to offer customers local carers and advise them of external community services.

I started my journey within the care industry at the age of 18 as a Recruiter for a complex care company in Newcastle and then moved into a Care Coordinator role within the same company which then my passion to help others grew. I wanted to expand my knowledge within the industry so decided to take on a role as a HR Advisor for a local County Durham care company. From there I realised my passion lay within helping and caring for vulnerable adults and the elderly which then led me to start my journey with Helping Hands as a Senior Care Coordinator. This role allowed me to understand and learn all aspects of the brand as a whole and the Durham Branch. After 1 year and 8 months I was successful in securing the Branch Care Manager role for Durham Branch which I hold great pride in. It has been hugely important to me to ensure I remain in contact with our customers on a regular basis, doing everything out of kindness ensuring we are always, as a team changing their lives for the better.

I have a Level 3 and 4 in Team Leadership and Management, Level 3 in Business and Level 2 in Mental Health First Aid in the Workplace.

## **Why I chose Helping Hands**

The reason I chose Helping Hands is because their customers are at the heart of everything they do, and their values match my own. It is a company where I believed from the start, I would be able to make a difference and give back, which is hugely important to me and something I love to do.

I really appreciate and value my role as a Branch Care Manager at Helping Hands and I want Durham Branch to grow, develop and be successful whilst continuing offer support to those in our local community, going above and beyond and delivering a five-star person centred service with consistency and continuity.