



## **Carol Bosley**

**Branch Manager – Oxford**

### **Hello, my name is Carol**

**Branch Manager for the Oxford branch of Helping Hands**

#### **About me**

Hello, I'm Carol. My role is to manage the day to day running of the branch here in Oxford. This includes meeting new customers, assessing care packages & building a strong, supportive care team to look after our local community. Enabling people to remain independent at home is my number one driver. It is a pleasure to work with people, get to know their stories and make a real difference to their lives and there are few jobs outside of care that really allow you to do this. At Helping Hands Oxford we provide person-centred care, and I am extremely proud of the work we do and love the difference we can make. The whole team at Helping Hands Oxford are committed to giving people the support they need; if that's elderly care, dementia care, complex care or even if someone is just looking for a bit of help around the house and some companionship. A real highlight for me is getting out to spend time with customers myself when I can.

Outside of work I have two children who are 16 & 12 and keep me busy! My daughter plays football for Abingdon Utd, so I like to support her with that! And my son plays tennis which he loves. In my free time I love to spend time in the garden with my friends chatting around a roaring fire pit! I suppose I can't forget about the dog and my husband too!

## **My experience and expertise**

I've been working in care since the age of 16 where I began my care career in an elderly care home. Since then I have worked in supported living for young adults with learning disabilities and autism, and then transitioned into domiciliary care where I have worked ever since! There's nothing quite like keeping people at home!

Over the course of my career I have achieved several qualifications including: NVQ 3 in Health and Social Care, NEBS Introduction to Management at Oxford College, and I have been signed off as a portable skills trainer in the Oxfordshire area which means that I can train and provide delegated health care tasks such as administration of medication, PEG care and feeding & abdominal stoma care. I'm also a manual handling & first aid trainer.

Throughout my care career I have been a Care Assistant, support worker, Coordinator, Care Manager, Branch Manager & Area Manager. There is not a role in the care industry and that I'm not familiar with which means I can support all members of my team to get the most out of their roles and support their career development.

## **Why I chose Helping Hands**

I decided to join Helping Hands after meeting the support team in my area, they are lovely people who showed me that Helping Hands really holds the right values at its core. The Helping Hands Oxford branch only opened in 2021, and I am really looking forward to watching the branch grow to support as many people in the local area as we can. Plus, the challenge of opening a new branch is a great personal challenge for me. Nice people, looking forward to the challenge of setting up a new branch. The Oxford branch has opened in 2021 and has been great challenge and enjoyable experience.

I will strive towards having an independent and successful Oxford branch, building a strong team of professionals who are highly skilled and dedicated to delivering the best for our customers.

The best thing about my job as Branch Manager watching my care staff grow and develop throughout their careers, there is nothing that makes me prouder than supporting people to advance and flourish at work. But the feeling of knowing you have made a difference to someone's day – and having the privilege of doing it whilst at work is just amazing. It's important to me that people know home care is a valid option in Oxford and the surrounding areas, as it can make such a huge difference to someone's life and independence.

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