



Coretta Kilfoil

Branch Manager – Chipping Sodbury

Meet Coretta, your Branch Manager for Chipping Sodbury

About me

Hi, I'm Coretta, the Registered Manager for the Chipping Sodbury branch of Helping Hands. Before becoming the manager, I was the Care Coordinator for the branch and before that, the Field Care Supervisor at the Helping Hands branch in Bristol. I feel so honoured to work for a company that will do its utmost to ensure we can offer our customers everything. We are a company that will say 'yes' to all challenges and find ways to do any activity safely. This is so rare to see nowadays.

Experience

I love making a difference to people's lives and helping people to remain as independent as possible. For me, maximising someone's independence, even with the smallest of things, can make a big difference to their lives.

Before I joined Helping Hands I worked for another domiciliary care company as a Compliance and Recruitment Manager. Prior to that role, I worked for a council in London, and before that I was a carer at a care home that specialised in dementia care. It's great for me to bring such a wide variety of experiences to my new role with Helping Hands as I can use these to guide and advise our carers.

When I was a carer myself, I used to assist a lady with dementia to get out of bed, and washed and dressed every day. She used to hate getting up and would become agitated, so it would usually take several attempts. Her daughter had bought her an alarm clock that used to sing in the mornings – one day I was singing along and the customer joined in. She was very happy and got out of bed with no trouble at all. Since that day, all it took was a little song and she was happy, cheerful and ready to get up. Every time I hear 'You are my Sunshine' I think about her and it makes me smile!

My other story is from my time here at Helping Hands. During the snow at the beginning of 2018, I was really struck by the lengths our carers would go to get to their customers. We had carers walking through deep snow to get to customers, and one carer was being driven by her husband who had a 4x4. None of the carers wanted to leave their customers without care, and it just shows that we employ incredible, caring people.

Why I chose Helping Hands

I love the family atmosphere and the fact we are still a family-run business. I am extremely proud of the services we provide as a company and of all of my carers and office team. I cannot imagine working anywhere else and am so confident in our services.

