



**Debbie
Downey**

Hello, my name is Debbie Downey

I am the Branch Manager for Telford/Shrewsbury

About me

I manage the everyday running of the branch, I am the registered manager, and I have 2 members of staff that work along side me in the office, My Care Coordinator Dave and my Care Training Practitioner Candida

I became a care assistant when I left school and have always loved working in the care sector. I have worked in all types of care, from homes, to hospitals, to day centres, but my heart belongs in Domiciliary care, I have previously worked as a care coordinator and a care manager, But Helping Hands were the first to give me the opportunity of my dream job!

I am absolutely amazed at the work ethics and support from the entire team, and also the support from the other regional branches is fabulous, we are like one big family!

I have an Amazing team who I am very proud of everyday! They go above and beyond to make the service users we care for happy and healthy.

I could not ask to work for a better more supportive company.

I am an army wife and have been married to Scott for 20 years, we have 3 sons, Jack, Aston and Kayden, and I also have a Pomeranian Called Pom-Bear who is my shadow! I love to travel, and

my favourite food is Steak, Pink Moscato by Barefoot is my favourite wine, and I love a good spa day or a day out at a theme park!

My experience and expertise

I worked in all different sectors of care, from a healthcare assistant in nursing and residential homes, to an agency healthcare worker in community hospitals, to a peg feed trainer for Nutricia, and then onto Domiciliary care, I previously worked as a care manager, but found that it was more care and not enough of the manager side.

I have my Nvq 3 in health + social care, and I am currently studying for my Level 5 diploma in leadership and management.

Everything from personal care, to peg feed trainer, to taking Observations in hospitals. I love my current role where I get to oversee the everyday running of the business, I love trying to grow my business and watching my team flourish, and solving everyday issues, and making people smile!

Why I chose Helping Hands

I chose Helping hands as I was unhappy in my last role, and researched into the company, and liked what I found!

The company seemed so professional and showed that they care for the people they visit.

Growing my branch, taking on more customers and being able to support more people with an amazing team of staff!

I love being able to make a difference, being able to help people and solve any issues they may have, from putting extra visits in place, and being able to make new relationships with staff, customers and families.

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