



Elaine Scott
Branch Care Manager

Hello, my name is Elaine Scott

Branch Care Manager, Basildon SE2

About me

I am responsible for the service provided by the carers and office staff. I ensure that we meet the company standards, policies, as well as the requirements of the Care Quality Commission. Care is in my blood, my Great Grandmother and Grandmother were nurses and my Mum was the Registered Manager of a Residential Care Home. I decided to work in care after having children.

We aspire to provide high quality care that meets the needs and choices of the customers. The carers provide feedback on any changes in a customer's condition so that we can ensure that we continue to provide the best care possible. It makes me very proud to be part of such a great team.

I am a mum of three, and in my spare time I enjoy spending time with my family and going on lots of outings with them.

My experience and expertise

I have worked in the care industry for over ten years, I started as a domiciliary care worker visiting mainly older adults. I worked my way up to Senior Carer, then Supervisor and from there into Management. I have managed care packages for older adults, mental health, learning disabilities and clinical care packages.

I have a level 5 diploma in Leadership for Health and Social Care and Children and Young People's Services.

Some of my responsibilities include managing front line care staff in care packages, liaising with other professionals, contributing to multidisciplinary meetings with social care and NHS staff, raising safeguarding concerns and attending all safeguarding meetings. I also undertake assessments for new care packages and subsequent reviews, plus investigating and responding to complaints.

Why I chose Helping Hands

The next step for me, career wise, was Registered Manager. I chose to come to Helping Hands as the company is well established, with good values, and they really care about providing high quality care to all customers. Every day is different, there is always a new challenge, which I love. I am looking forward to working with my team and ensuring that our customers receive great care.