



Gill Walters

Branch Care Manager-Aintree

**Hello, my name is Gill
and I'm the Branch Care Manager for Aintree**

About me

My role as Branch Care Manager for Helping Hands, Aintree, is to provide support for my customers and carers. I am responsible for ensuring the highest standards of compliance, customer care, safety, and business management. I take pride in highlighting the importance of showing care, kindness and consideration in all aspects of our business. I ensure we adhere to all CQC regulations for both my customers and carers.

I joined Helping Hands as I wanted to make a difference to the care people receive. I was driven by the poor care my grandad received many years ago.

I have two children aged 13 and 8 who keep myself and my husband very busy with their various different sports 5 times a week.

I've recently started playing netball for my local team, and in my spare time we love going to the pictures; it is one of my favourite things to do. I love live music and going to concerts and have seen U2 live over 10 times!

My experience and expertise

My background was originally in the travel industry. I worked for Thomas Cook for many years before they collapsed. I loved being with customers and loved the satisfaction it gave me knowing they had left my branch happy after booking their holidays, especially when parents surprised their children with a trip to Disneyland. I used my skills in customer service and compliance to move into dentistry following the collapse, which helped me gain a lot of clinical skills for running a very busy dental practice. I became a CQC registered manager at my practice, but I really missed being around customers and helping people, and having gained the knowledge of a CQC registered manager, I decided the time was right to take a leap of faith and change industry again and move into care, which is something I have wanted to do for so long. I am so happy I have been given the chance to make a difference.

I have a level 4 diploma in management which I worked towards whilst working full time with Thomas Cook.

I joined Helping Hands in September 2021 and I am so glad I was brave enough to make the move into care, as I am loving my role.

Why I chose Helping Hands

I decided to join Helping Hands as they are an award-winning home care provider. I am excited to be part of an amazing company whose foundation is built on kindness, but also supports and believes in their staff which is very important to me.

I am really excited to be back supporting customers and to show what a difference me and my team can make to our customers to ensure they are happy in their own homes.

I love being around customer and supporting them to be able to live safely at home. I haven't been face to face with customers for 2 years, so It has been amazing getting back to what I love, meeting our customers in their own home and getting to know them and their families and how we can support them.