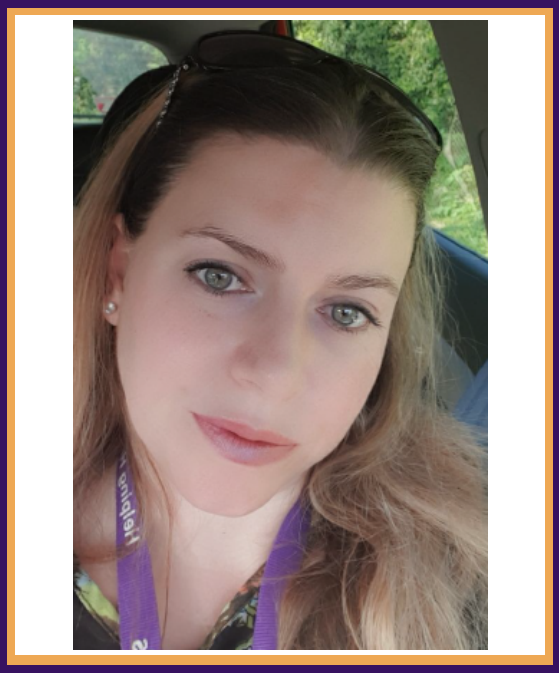

Helping Hands
Caring since 1989

Katy Eaton

Branch Manager

Hello, my name is Katy Eaton

I am Helping Hands Nantwich Branch manager

About me

I have 3 children ageing from 18 to 7 years old. My spare time is spent with the children our pets or in our touring caravan and travelling around the UK taking in all the sites of our wonderful country.

I joined Helping Hands after being a Manager in a nursery for over 13 years, this change came after having my third child who had disabilities. I realised then how much of a difference a helping hand can make, a chat and a nice smile goes a long way.

It's my responsibility to meet potential new customers face-to-face and to make sure all carers understand what needs and wants our customers have. I also need to meet with customers to gain feedback on a regular basis and ensure that they are happy with our service, and to manage a wonderful team of carers, I also support the carers with supervisions, appraisals and to make sure all training is up to date.

We provide a high standard of care to all and make sure everyone has their needs met at all times. This wouldn't be possible without my amazing team of carers who are the face of my Branch, nothing is too much for them and they go the extra mile for everyone.

My experience and expertise

I have lived in Stoke-on-Trent for 37 years and began working in the care industry when I was 18 years old. During this time, I have progressed from working as a Nursery nurse, to a deputy Manager to a manager of a nursery.

I then changed careers and became a care support worker, working with individuals with various needs, including the elderly, people with learning disabilities, palliative care, autism and challenging behaviours.

I then came into domiciliary care after my youngest was in full time education. I have a lot of qulifications in childcare from my time in that industry but have also got my NVQ Level 3 in care and working towards my Level 5 NVQ in leadership and management, and I am a qualified trainer in moving and handling.

I feel very passionate about providing care and feel that Helping Hands shares my values on providing high quality, truly person-centred care and support.

Why I chose Helping Hands

I decided to join Helping Hands to help others and the longer I was working as a carer, I wanted to climb the ladder and have the opportunity to run a branch the right way, with the right values and cultures embedded from the very beginning.

I believe that good service stands by its ethos; a company should always listen to and care about its customers and staff, delivering a service which takes pride in going above and beyond to help its customers feel cared for and valued.

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