



Laura Forrister
Branch Care Manager - Basingstoke

Hello, my name is Laura Forrister

Branch Care Manager, Basingstoke

About me

As the manager for the Basingstoke Branch, it is my responsibility to ensure that a high quality of care is being delivered and we are offering a safe and effective service to our customers. My job role includes complying with the five KLOES and following CQC guidance to ensure that the service we offer is five stars.

I decided to join the care industry back in 2015 where I started as a carer and the reason behind this is because of the caring nature I have and knowing that I can help others to make a difference or at least contribute to making things easier for others. I am passionate about the care industry and believe that everybody deserves a high standard of care delivered to them.

I am proud of the team at Basingstoke, the carers are always going above and beyond in their job role and always ensuring they put the customers first, the services we offer in Basingstoke are amazing with a wide range of ensuring a person-centred service is delivered.

I have two children, a girl aged 19 and a boy aged 13, I have 2 cats who are definitely part of the family. I do a lot of charity events for my local hospice who supported me and my family whilst my dad was dealing with terminal cancer. He has since passed away. I enjoy spending time with my family and going out with friends.

My experience and expertise

I started in the care industry as a carer and as time has gone on I have stepped up to field care supervisor, care co-ordinator and now Branch manager.

I Have my NVQ level 3 In Adult Social care. I am currently doing a college course in Management and Leadership Level 2 and will then go onto do my NVQ level 5 in Leadership and Management.

Why I chose Helping Hands

I choose to come to Helping Hands because of the reviews and reading what they had to offer. I enjoy keeping people within their own homes with family's having peace of mind that their loved ones are getting a person-centred high quality of care delivered to them.