



Melanie Woods

Branch Manager – Cambridge

Meet Melanie, your branch manager for Cambridge

About me

Hi, I'm Melanie, manager for Helping Hands' Cambridge branch. I'm responsible for the development, growth and operational performance of the branch, as well as the service, staff, and carers out in the field. I aim to promote, drive and grow brand new care packages, while always exhibiting the highest standards of care and service. I also take accountability for branch and carer compliance, ensuring CQC regulations and company policies are maintained.

One of the most important aspects of my role is ensuring quality standards are met within all aspects of the business, this includes delivering excellent service to all of our customers as well as making sure that my carers are supported. I am committed to ensuring the carers receive the support and guidance they need to develop their skills, progress in their careers and to make sure that the highest standards of care are delivered on every care call by maintaining the core values of care; choice, privacy, dignity, rights, independence and fulfilment.

Experience

I have lived and worked in Cambridgeshire all of my life and have good geographical knowledge of the surrounding area.

Before joining Helping Hands, I took two months out of my career in the care sector to reflect upon my future career move. I soon realised that I missed this area of work and how rewarding it is, especially when a customer meets a goal they have been aiming to achieve.

I currently hold an NVQ Level 3 in Health and Social Care and am keen to start my QCF Level 5. I am also a Dementia Friend and Dignity Champion.

Why I chose Helping Hands

I chose Helping Hands because it was recommended to me by a former work colleague. Having spoken to them and the recruitment team, it was clear that Helping Hands shared the same values and passion as me.

I believe that we provide a flexible and personalised service in the comfort and security of the customers own home enabling individuals to live as independent live as possible.

