

# Helping Hands

The Home Care Specialists

Est. 1989



Michelle McMahon

Role – Branch Manager Guildford

## Meet Michelle, your Branch Manager for Guildford

### About me

Hi, I'm Michelle. I am an experienced care manager and director with over 22 years' experience in the care profession. In my spare time, I love to travel overseas, go for long walks with my dog, dine out & cook. I enjoy entertaining & event organising, and spending time with my grandchildren.

### Experience

I continuously do my best to promote a caring environment, through high standards of professional practise, which are conducive to the physical, emotional, social, intellectual and spiritual needs for customers. I ensure that each customer receives the right level of care which is appropriate to their individual needs.

I have worked as a Care Manager and Owner for Company & Care, opening and running the office in Farnborough for 18 years. In addition to this, I have worked within domiciliary care in Aldershot, starting as a care worker, then working as field care supervisor, care coordinator and care manager. I also have nursing home experience. Throughout my career, I have been involved with managing the day to day running of the office and act as a person in charge, liaised closely with social workers, customers, care supervisors, care coordinators and care workers to ensure customers' care requirements were properly supplied. I have investigated complaints, taking the appropriate action and reporting to the person in control and/or CQC.

I have also gained a wealth of qualifications, including NVQ Level 3 and 4 in Health and Social Care, Safeguarding of Vulnerable Adults & Children, Mental Capacity Act and Deprivation of Liberty Safeguarding, and Health & Safety.

### Why I chose Helping Hands

I joined Helping Hands because of the whole ethos of the company; it's a family-run business which has real passion and drive to provide a high level of care to private customers. This was appealing to me because I had experience working with local authorities where cutting costs rather than providing a quality service was an unfortunate result of the situation and why I now work for a business committed to providing a quality service above all else.

