



Michelle Whitehouse

Branch Manager – Lichfield

Meet Michelle, your Branch Manager for Lichfield

About me

“Hello, I’m Michelle. As the Branch Manager for Lichfield, I ensure that each of our customers are enabled to remain in the comfort of their own home, and that they receive the support they require with dignity and respect.

“With the support of the live-in, visiting and clinical care services, we aim to give our customers so much more than just practical support. We enable each individual to retain their independence safely at home with the memories that they have built up throughout their lives, alongside the person-centred support that they deserve.”

Experience

Michelle’s career in the care sector began in 2003, where she worked around-the-clock as a carer. She soon realised that working in care was the right job for her, and her undeniable commitment to her customers soon resulted in Michelle being promoted to Senior Carer. She was then promoted again to Care Coordinator in 2005 and became registered with the Care Quality Commission (CQC) in 2007.

After being promoted again to Branch Manager, the branch at which Michelle worked also secured the Staffordshire primary provider contract for Tamworth and Lichfield as well as two pilot Extra Care schemes, where she worked with the county council and the local housing association. Michelle then joined Helping Hands as Lichfield Branch Manager in March 2019.

Why I chose Helping Hands

“I was attracted to Helping Hands because it is such a unique and inspiring company that has achieved so much within the care industry.

“I am so glad I joined the team; no two days are the same and there is a real sense of achievement in knowing that both our customers and staff are supported, respected, happy and safe.

“It is so reassuring to have such a strong support network with such a welcoming family attitude, and the higher management and support team are incredibly proactive in ensuring that we are always at the forefront of the care industry. Our Lichfield team are amazing and they always aspire to achieve that little bit more for our customers. With the amazing training and support that we have for our team, I feel positive that, together, we will see Helping Hands go from strength to strength.”

