



**Naomi Douglas**  
Branch Care Manager

## **Hello, my name is Naomi Douglas**

### **Branch Care Manager for Sutton-in-Ashfield**

#### **About me**

My role as branch manager is to ensure that the branch runs as smoothly as possible and that my staff team provide an outstanding quality of care for our customers. I deal with all the compliance and CQC regulations of the business, as well as developing the company with new business and maintain the packages currently in place.

I joined the care industry at eighteen years old and since have worked my way up the carer ladder to where I am today. This has enabled me to see care from all different aspects of the job, from providing good care myself to people, to moving into the management side of care. I have worked in a variety of care settings including learning disabilities and mental health services, to child services and the elderly.

I feel at Helping Hands that we provide a can-do attitude towards our services and customers, which enables many of our customers to continue living in the home they love, with a person-centred approach around their individual needs. My team of carers are all highly trained and each one can add that personal touch to the customers' needs and wishes.

In my spare time you will find me spending time with my horses, either knee deep in mud, or enjoying the sunshine. I also have two children, and I enjoy sports so if I'm not out doing my own hobby you will find me either stood next to a football pitch, boxing ring or ice-hockey rink.

## **My experience and expertise**

I started my career at the age of eighteen supporting five ladies in their own home. This is when I fell in love with the care sector and really enjoyed supporting people and enabling individuals to live the best life they possibly can. From here, I went into the mental health sector and worked as a senior support worker in a locked gate community, supporting people back into the community from secure settings. It was from here that I went into the children sector and worked in children's homes. I then went on to be a team manager for a care company. I then moved to Helping Hands in April 2019 as care co-ordinator in Chesterfield before moving to Sutton-in-Ashfield to become branch manager. I have experience of supporting and assessing carers through their NVQ up to Level 3 in health and social, and I currently have my Level 3 in lead a team in health and social care and am working towards my Level 5 in leadership and management.

## **Why I chose Helping Hands**

I chose to come and work for Helping Hands as the motto of kindness really got me in the advert for the job and I can honestly say that this is the way with Helping Hands. There is always someone there to help and support you with a smile on their face at the same time. I am looking forward to helping and supporting customers to live their best lives and to develop an outstanding team of carers who are going to help me achieve this in my branch.

I love my job because it enables me to meet different people from all different walks of life and I am able to share my journey and experiences with them.