



Natasha Watts

Branch Manager Newcastle

**Hello, my name is Natasha
and I'm the branch manager for Newcastle**

About me

My name is Natasha, I am 24 and have lived in Newcastle all my life. I have two Shih Tzu's that I love to go on adventures with, in my spare time! Here at Helping Hands I provide support to customers and carers throughout their care journey, ensuring high quality bespoke care is being delivered and carers are well supported and valued at all times. I 'fell into' care aged just 18, in my first ever job role and have worked in care ever since. I never thought I would develop such a passion for delivering care, and as I leave work each evening I know I have helped improve the quality of someone's life, and that is something that inspires me daily. I decided to join Helping Hands as I believe working for a company that shares the same values and goals as you is monumental. When I started my career with Helping Hands I was astonished at how driven and committed each and every carer is, not only to the company, but most importantly to every single one of their customers and maintaining and growing this is what I thrive on.

My experience and expertise

I have worked in care my whole adult life, and have had numerous caring responsibilities, including working within residential care homes, dementia wards, domiciliary care, working with adults with disabilities and being a care coordinator, before becoming branch manager in January 2021. I have 14 GCSEs but showed a passion for health and social care, which I also studied at A-Level and then completed my degree in 2017. I am now studying for my level 3 in leadership and management.

Why I chose Helping Hands

I chose Helping Hands as they have their company values at the heart of everything they do. Helping Hands focus on delivering a premium service with consistency and continuity which I find very important when working for a care company.

I want the Newcastle branch to grow and develop and be as successful as it can be, as well as continuing to ensure that our carers deliver professional, bespoke, five-star care. Here in the Newcastle Branch the office team work tremendously hard to ensure this is being achieved and are as dedicated and passionate as I am about growing and developing as a branch. I really appreciate my role here at Helping Hands; being able to offer extra support to people in my local community and helping them to continue living at home with the reassurance and companionship of our carers is something I greatly value and appreciate.