



**Samantha Callow**  
Branch Manager - Wolverhampton

**Hello, my name is Samantha Callow,  
Branch Manager for Wolverhampton.**

### **About me**

I have worked in care for 25 years and started my care career in Cornwall where I worked with adults with learning disabilities. When I moved back to Wolverhampton, I continued to work in this sector and progressed to a senior carer in domiciliary care. I have been a registered manager for the last three and a half years.

I have two children and most of my time outside of work is spent with them.

I enjoy spending time in the garden, and since lockdown I have taken a keen interest in gardening and baking.

## **My experience and expertise**

I have worked in care for 25 years and for the last 17 years have worked in domiciliary care. During my time as a care coordinator I had outstanding relationships with the staff and worked with them to ensure they worked their hours but would also work outside their availability when needed.

I have been a registered manager for the last three and a half years where I have developed and grown the branch from a small team delivering 150 hours per week to a large team with over 2,500 hours.

During my time as a manager I have gained my Level 5 Diploma and have implemented several TUPE transfers from other agencies, ensuring compliance and quality was a priority.

During my time working in domiciliary care, I have developed relationships with the Wolverhampton Local Authority - both the Social Work Team and the Brokerage Team - and continue to work closely with them.

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## **Why I chose Helping Hands**

I decided to work for Helping Hands after doing some research into the company background, and I found it to be a company who looks after their staff and their customers. Since working for Helping Hands, I have found that our role is not task orientated but that we are able to deliver packages of care that are tailored to whatever the customer's needs may be.