



Samantha Begley

Branch Manager – Aylesbury

Meet Sam, your Branch Manager for Aylesbury

About me

Hi, I'm Sam. As the Branch Manager for Aylesbury, I am responsible for overseeing the day-to-day operations of the branch and ensuring that we deliver the highest level of care to all our customers, enabling them to remain living as independently as possible in their own homes. I am also responsible for supporting and developing carers in their roles so that we can achieve the best possible outcomes for our customers. I really enjoy the challenges the role brings; I find it very rewarding being able to make a difference.

My experience and expertise

I have around 10 years' experience in the adult social care sector. After I decided to make a career change for something more rewarding, I started my journey as a carer, and I can honestly say I have never looked back.

I remember one particular lady I cared for who was end-of-life, and her daughter had temporarily moved in. The lady had a beautiful garden, but as her health declined, she was no longer able to tend to it. So, I would bring plants to her bedside with her daughter to help her pot her plants from where she was comfortable. The lady's health was very upsetting for her daughter, so when her mum was sleeping, I would spend time with her to remind her that we weren't just there to support her mum, we were there for her, too.

I realised early on that this had been the right career decision for me, and that I wanted to be able to make more of a difference. So, I moved into the role of senior carer, where I spent time scheduling rotas and supporting the coordinator team. I then moved into the position of Client Experience Manager, before becoming a registered manager for another company in Hertfordshire.

Along the way I have gained a Level 3 and 5 qualification in Health and Social Care. I have a City and Guilds in Alzheimer's and other dementias and a Train the Trainer certificate for medication.

Why I chose Helping Hands

I wanted to join a company who are as passionate about care as I am, who value their staff and make them feel part of the family. I have heard and read lots of positive reviews about Helping Hands and decided that this is the career for me.

