



Stacey Conlon
Branch Care Manager

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Branch Care Manager for Cobham

About me

Hello, my name is Stacey Conlon and I am the branch care manager for Cobham. I am responsible for the customers and staff's welfare within my care team. A responsibility of mine is to ensure that my team are to deliver a consistent high standard of care to our customers, as well as supporting their relatives and answering their queries. I manage and insist on growing a team of care workers who are dedicated, hard working, and extremely passionate about making a difference to peoples' lives. Supporting individuals in their own home so that they can continue their independence is a vital aspiration of mine and my team.

My experience and expertise

I have worked in the care sector for over twenty-five years and have held multiple positions within this industry. I started as a care worker in a residential home and went into nursing care in a home. Following this, I had a break as I became a mother. When I felt the time was right I ventured into domiciliary care which is where my heart is, and I love that I can help a client maintain their independence in the comfort of their own home. Within two years of being a carer I was able to develop my skills and knowledge, allowing me to progress and move on to become a care coordinator. Within the care coordinator role, I had various tasks such as completing care workers schedules weekly and knowing where all of my clients lived to support me in creating efficient routes for my team. I learnt a lot in my time as a care coordinator and was soon promoted to deputy manager. I was second in command to my manager which meant I had a lot more responsibility within my day to day work. Some of these responsibilities would include scheduling my managers meetings, assisting with client assessments, interviews, supervisions, and the general running of the business. All of my experience over the last twenty-five years has now led me to become a branch manager at Helping Hands.

Why I chose Helping Hands

I hadn't really heard of Helping Hands until I started to look for a new challenge within the care industry.

My interview was very relaxed and I instantly knew I wanted a position with the company as I really liked their values and how passionate they are about the care team and more importantly, the customers. I have never received so much support and guidance than I have from everyone at Helping Hands. The entire team is full of kindness and respect, and they have all been very welcoming.