



Sue Edge

Area Care Manager, North

Hello, my name is Sue Edge

I am the Area Care Manager for the North region.

About me

I support the Wirral, Chester, Liverpool, Warrington, Nantwich, Macclesfield and Wilmslow branches. I have an extensive background in care and started my career as a carer around 20 years ago. I quickly progressed to a senior carer, a care coordinator, team leader and then registered branch manager. I followed a career in care after looking after my mum who had a brain hemorrhage and a stroke at 43. Care fitted in around my young family and I gained great job satisfaction knowing I had made a difference to somebody's day. As my family grew up, I was able to develop my skills and progress through the company. I joined Helping Hands in 2019 as the Registered Branch Manager at the Wirral branch and moved to my current role in January 2022. I enjoy spending time with my friends, walking the dog and watching my son play football - much to his embarrassment!

My experience and expertise

I worked for a previous care provider for approximately 16 years. I left there and for a period of time worked in the prison service, where I was a trained negotiator. However, I found my way back into care and joined helping hands in 2019. I have been a registered manager with CQC for approximately 10 years, have various NVQs and am a qualified mental health first aider. Having needed care for my mum, I feel that I know the difficulties that people face and the misconception that people have around care. I believe that people thrive in their own homes and should remain there for as long as possible with the correct support to do this.

Why I chose Helping Hands

I chose Helping Hands because I had previously worked for an agency that solely dealt with local authority packages of care. I like the vision that Helping Hands have and that they value their staff. Helping Hands genuinely understand care and that the customer is the most important person. I have been able to progress my career and feel lucky that I have been able to do this within Helping Hands.