



## Sue Smallbone

Branch Manager – Maidstone

### Meet Sue, your Branch Manager for Maidstone

#### About me

“Hi, I’m Sue. As the Branch Manager for Maidstone, it is my responsibility to ensure that our customers are always receiving the level of support that they need in order to remain comfortable and independent at home.

“I really enjoy being able to support our carers enough to know that they are making a positive difference to our customers, and that our team are providing a fantastic level of care to the Maidstone community. I remember one particular gentleman who was living with severe physical disabilities, and I would escort him to college where he was doing a pottery course. He certainly tested my creative abilities when he wanted to make a scaled-down version of the White House!”

#### My experience and expertise

Sue began her career as a community carer in 2012, before quickly progressing to a senior carer. Sue later took a position in a new company as a care quality supervisor, before taking a break from the care industry. Shortly afterwards, Sue’s caring nature gravitated her back to the care industry and she joined the Helping Hands team as care coordinator for Maidstone, before her promotion to branch manager in 2019.

Sue has a QCF Level 3 in Health & Social Care and is currently enrolled on a Management Induction Course. Throughout her career, Sue has supported a number of customers living with dementia, Parkinson’s, acquired brain injuries, learning difficulties and cerebral palsy.

#### Why I chose Helping Hands

“I joined Helping Hands after seeing all of the amazing reviews from their customers. To have the opportunity to work for a company that focuses so heavily on their customers – that was something that I wanted to be involved with.

“The values of Helping Hands really resonate with me, and it’s fantastic to know that if there is something that we can do to help our customers in any way they need it – we will all pull together and do our utmost to make it happen.”

