



Trish Ricketts

Head of Care, New Branches

Hello, my name is Trish Ricketts

Head of Care, New Branches

About me

My role as Head of Care is to oversee the New Branches region, ensuring that new branches are set up safely and are providing a quality service to customers and ensuring that branch care managers feel supported in their roles to do this. I report in to the Regional Care Director for New Branches.

I started in care 20+ years ago as a care worker whilst studying at university. This was to gain experience in a customer-facing role and because I have a passion for caring for people with various disabilities. After finishing university, I continued in the care sector as I enjoyed supporting people to live their way in their own home. I worked my way up to a care coordinator, registered care manager and then managing multiple sites as a director of services.

I took on the role at Helping Hands as head of care as their values align with me, the main one being KINDNESS. At Helping Hands, we believe in providing a quality, safe and effective service to our customers and recruiting the best talent to enable us to do this. Just like the customer, we value our staff by being flexible for them and providing them with extensive training to do their role and progress within the organisation; as head of care, this makes me proud to work here!

I champion dignity in care and believe that everyone should be treated with dignity - this is a basic human right and not an added extra.

My experience and expertise

I have worked for another domiciliary care organisation from 2006 until 2022. During this time, I gained my Level 2 and 3 in Health and Social Care, PTTLS Training to enable me to train others and Level 5 in Leadership and Management in Health and Social Care.

I have been a carer, care coordinator, registered care manager (dual registered) and director of services within my previous role where I took the overall responsibility ensuring the service was safe, effective, responsive, well-led and caring. I was the registered nominated individual with CQC.

Having worked in many roles, it enables me to understand all the staff within my region to support them in their role so they can continue delivering a quality service to all customers. I also believe in having a happy and stable workforce, as this continues to give customers a quality and safe service.

Why I chose Helping Hands

I chose Helping Hands as they have a very good reputation locally to me. Helping Hands made it personal from my interview. I felt privileged to be offered my position.

After 16+ years with the same organisation, to come to Helping Hands has been the best career move for me. Everyone believes in treating each other with dignity, respect and kindness. It is like a second family!

I thrive making sure Helping Hands are an employer of choice within the sector. A happy workforce delivers outstanding care!