

## Meet Carol, our STaR Services Manager....



Carol began her working life at an international bank. After having her children, she decided to change careers to get more family time and started work as a teaching assistant in a special needs school. Whilst there, she trained in working with children with complex health needs. Then, as her three children grew older, she started to working as a senior play and care worker at Richard House.

### At Richard House...

In 2017 she took up the post of care support worker, looking after families, arranging activities, trips, and the mums groups and providing tours for new families. She recently became Social, Therapy and Resources (STaR) Services Manager, responsible for carrying out our STaR needs assessments, for both families and children, to assess where we can support and where we can signpost them for other support. Carol works closely with our therapists, looks after students on placements at Richard House, as well as supporting families of older children through the transition to adult services and planning where we can have biggest impact with our work.

### Outside work...

Proud 'nanny' of one grandson, outside work she loves spending time with him and family. Going out for meals and far away travels. Plus she still does bank shifts to keep up competencies.

### Here's just a few responses to Carol winning a Jack Petchey Leader's award...

"Very well deserved for such an amazing woman. Well done Carol." Jade, mum of Grace

"Well done Carol. Well deserved award. You are the most amazing woman I have ever met." Elaine, Care Manager

"The person with the biggest heart. Well deserved award, I'm so grateful to work with you." Anna, STaR team

"Carol's warmth comes through in her voice and it is heartfelt." Maureen, mum of Calvin

"People find her warm and supportive and her natural repartee with people shines through." Jo, Head of Communications

### Find out more about how STaR services can help you...

[richardhouse.org.uk/get-support/family-support/](http://richardhouse.org.uk/get-support/family-support/)