Achieve together

# Meet Zena

## Home Manager
## Lynfords, East Sussex



## About Zena

Since joining the health and social care sector in 2012, Zena has remained focused on delivering high-quality, person-centred support. She began her career as a support worker before progressing to a senior support worker role in 2014. Over the years, Zena has worked across several Achieve together homes, supporting a diverse range of people, which has strengthened her understanding of individual support needs.

Following a meaningful career break in 2021, during which she supported young adults and children in their family homes, Zena became a registered manager in 2022.

She is proud to draw on more than a decade of hands-on experience and her strong understanding of Achieve together's values to lead two dedicated teams and provide the best possible care for the people we support.

"My long-term goal is to progress into a senior leadership role, where I can use my experience to guide and support team members while continuing to champion high-quality, person-centred support across our homes."

## Zena's key skills

- Person-centred care
- Team leadership
- Communication
- Adaptable and responsive
- NVQ Level 3 in health and social care
- Buccal administration
- Gastrostomy support

## Zena's successes

Zena supported a person whose clinical needs meant their future was uncertain and medical expectations were limited. Zena took time to understand the person, their needs and what a fulfilling life meant to them. Working closely with the person supported, their family and the wider clinical team, she helped shape consistent, person-centred support that focused on comfort, choice and meaningful opportunities.

She listened carefully to the family's concerns, kept them involved and built a supportive relationship based on trust. With Zena's encouragement and thoughtful approach, the person went on to surpass medical expectations and enjoy a fuller life. Supporting this progress while helping the family feel reassured and included remains one of Zena's proudest achievements.

## Get to know Zena

- Favourite meal – Japanese
- Favourite animal – Dog
- Favourite colour – Green
- Favourite hobby – Cleaning
- Bucket list holiday – Route 66