Achieve together

Meet Lucy

Home Manager Mandalay, Norfolk



About Lucy

Lucy joined Achieve together five months ago, bringing 27 years of experience supporting people with learning disabilities. She understands how consistent, practical support can help people develop skills, make their own choices and enjoy more fulfilling lives.

Her career began with serving tea in a home for older people, where she discovered how much she valued getting to know and supporting others. Lucy went on to work in different homes and care settings, becoming an area manager before moving into a registered manager role ten years ago.

As Home Manager at Mandalay, Lucy supports her team to provide reliable, person-centred care. By getting to know each person and what matters to them, she helps create opportunities for greater confidence, independence and choice in daily life.

"For me, it's about getting to know each person and what matters to them. I want Mandalay to feel like home, where people feel listened to, make their own choices and have the support they need to enjoy life in their own way."

Lucy's key skills

- Person-centred care
- Level 5 in Leadership and Management
- Coaching and mentoring
- GNVQ in Health and Social Care
- Quality assurance
- Safeguarding and risk management

Lucy's successes

Lucy worked with a person who hoped to regain some mobility and have greater control over his daily life. Following a serious accident and surgery on both knees, he used a wheelchair and was supported with a hoist. Although Lucy had been advised that he could not walk, there had been encouraging signs that movement might be possible. She listened to what he wanted to achieve and, together with her team, helped turn his ambitions into realistic, meaningful goals.

Working alongside an occupational therapist, Lucy and the team introduced daily exercises and offered steady encouragement every step of the way. He also chose to stop smoking to strengthen his breathing and stamina, with the goal of raising money for charity in a fun run. Eight months later, he attempted to walk part of the route. His achievement reflected his determination and the difference that thoughtful, person-centred support can make to someone's confidence, independence and sense of purpose.

Get to know Lucy

- Favourite meal – Beef roast
- Favourite animal – Shark
- Favourite colours – Brown and black
- Favourite hobby – Swimming
- Bucket list holiday – New York