

Meet Karen

Coppice and Oakside, Derbyshire



About Karen

Karen has worked at Coppice and Oakside for around 21 years, having first joined as a support worker in 2005. In 2011, she briefly left to become an NVQ Assessor but soon realised how much she missed working closely with the people we support and decided to return to Coppice and Oakside, a home she knew well and loved supporting.

After progressing to Team Leader, Karen took on the role of Deputy Manager to cover maternity leave. She embraced the opportunity to build on her hands-on experience while developing her managerial skills and was later appointed Home Manager. In this role, Karen remains closely involved in the home, enabling her to support her team more directly, ensuring they receive the training, guidance and encouragement they need to develop and succeed in their own careers.

Karen completed her Level 5 qualification in Management and Leadership and successfully passed her face-to-face CQC interview. She has been the Home Manager of Coppice and Oakside since 2017.

"I am always looking out for new experiences for the people we support. Seeing someone try something new, build confidence and achieve a personal goal is incredibly rewarding."

Karen's key skills

- Team leadership
- Communication
- Adaptable and responsive
- Mental health first-aider
- Coaching and mentoring
- Level 5 Management and Leadership
- Committed to professional development
- Quality assurance
- Safeguarding and risk management
- Person-centred care and planning

Karen's successes

When a gentleman with mild learning disabilities, early-onset dementia and significant mental health needs moved to Oakside in 2017, he needed time, reassurance and support to feel safe and settled. He initially spent long periods in his bedroom, did not yet feel ready to engage with others and sometimes tried to leave the home. Karen focused on understanding him as a person, arranging reviews with his GP and a dementia specialist, while patiently building trust through daily trips to the shop and walks in Shipley Park.

A turning point came when he asked for a colouring book and pens, showing that he felt able to express his choices. He now spends time with his peers, relaxes in the communal lounge, attends the gym twice a week and grows fruit and vegetables in his greenhouse. His confidence and independence have grown significantly, improving his quality of life.

Get to know Karen



Favourite colour –
Brown



Favourite meal –
Spaghetti bolognese



Favourite hobby –
Gardening



Favourite animal –
Cat



Bucket list holiday –
Italian cruise