

Meet Gemma

Home Manager West Dean Residential Home



About Gemma

Gemma joined Achieve together in September 2025. Her journey into care began after her Grandad was diagnosed with Alzheimer's disease, which inspired her to make a real difference in the lives of others. After studying Health and Social Care at college and completing a placement in a local care home, she was offered her first role as a Carer. Gemma quickly progressed into senior roles, becoming Deputy Manager and then Manager in elderly residential services. She later moved into supporting people with mental health and learning disability needs, which became her new passion. Gemma is proud to bring her experience, skills and caring approach to Achieve together.

"I always take time to understand each person's history, choices and goals, so support feels personal and thoughtful."

Gemma's key skills

- Person-centred care
- Mental health and learning disability needs support
- Coaching and mentoring
- Quality assurance, safeguarding and risk management
- CQC compliance and regulatory oversight
- NVQ's in Health and Social care - Level 2-5
- PASS+PORT Trainer
- Leadership skills
- IPC Link Practitioner

Gemma's successes

When Gemma noticed that a person supported at West Dean was spending more time alone and seemed less involved than usual, she took time to speak with her team members as well as spending time with him in a calm and supportive way, giving him space to share that he had been finding things difficult. Gemma responded with care and urgency, putting a clear support plan in place with regular wellbeing checks, emotional support and medical advice. With consistent support, his wellbeing began to improve, and he gradually started reconnecting with others and taking part in the activities he enjoys. This experience highlighted the importance of noticing subtle changes, responding with kindness and making sure everyone receives the right support when they need it most.

Get to know Gemma



Favourite hobby –
Horse Riding



Favourite meal –
Pasta



Favourite colour –
Pink



Favourite animal –
Monkey



Bucket list holiday –
Maldives