

Meet Toni

Home Manager

Birmingham Road,
Sandwell



About Toni

Toni joined Achieve together in January 2020 after working for two years as a carer supporting people from within their own homes. She first joined Birmingham Road as a driver, helping the people supported to attend appointments, visit day centres and spend time with their families. When the Covid-19 pandemic began in March, the people supported were going out less, so Toni was asked if she would support within the home by providing personal care and helping in other ways. She was happy to do this and, around 12 months later, was promoted to Senior Support Worker before becoming Deputy Manager. When the Home Manager went on maternity leave, Toni stepped into the role to help keep things settled and familiar for the people supported.

"We provide care that is kind, person centred and built around everyone. We take the time to understand what matters to the people we support, involve their families and help them stay connected to the people, places and routines that are important to them."

Toni's key skills

- Person-centred care (planning and delivery)
- Positive behaviour support
- Mental health support
- Leadership and team management
- CQC compliance and regulatory standards
- Quality assurance and service improvement
- Safeguarding and risk assessment

"I pride myself on being open, responsive and approachable to all the people we support and the team. I like to keep families informed and involved in their loved one's care."

Toni's successes

One of Toni's proudest achievements has been helping a person she supports return to a day centre that had been an important part of his life for many years. During the Covid-19 pandemic, the day centre closed; when it reopened, he could no longer attend because he lived in a residential home. Toni knew how much the day centre meant to him, especially as it was a place where he could spend time with his friends and socialise. She worked closely with the social worker, attended several meetings and continued advocate for what was important to him. Thanks to Toni's support and determination, the decision was taken back to panel, and he was able to return to the day centre.

Get to know Toni



Favourite hobby –
Kick boxing



Favourite meal –
Pasta bake



Favourite colour –
Purple



Favourite animal –
Dog



Bucket list holiday –
Barbados