

What Makes a Good Care Provider? Why Experience Matters at SESNHA Care

When families start looking for care, they often ask the same question:

“How do we know we can trust you?”

Choosing a home care provider in Essex or South Essex can feel overwhelming for families.

Many people don't know what questions to ask, what experience matters, or how to know if a provider can truly be trusted.

At SESNHA Care we believe the most important factor in care is experience, stability and a team that understands both the practical and emotional side of supporting people at home.

And when you look at our team, that experience speaks for itself.

In our Battlesbridge office alone sits well over 100 years of care leadership experience.

Not theory.

Not short courses.

Real experience supporting people and families through some of life's most important and often difficult moments.

Our Registered Manager, Mark, brings more than 30 years of health and care experience, including 19 years with the British Red Cross working in crisis and emergency support.

That experience shapes how we think about care.

Care should support independence, dignity and reassurance for families when they need it most.

Our Office Manager, Sue, has been part of SESNHA Care for over 21 years, helping thousands of families navigate the often confusing journey of arranging care.

Lesley, now leading service development, has been with SESNHA Care for 22 years, and brings years of experience in care before joining SESNHA.

Her journey in domiciliary care began in the early days of the sector's development.

In the mid-1990s she worked with Runwood Homecare, one of the early pioneers in the market, when the service was still small — just 14 carers supporting 7 service users.

Over the years she has seen domiciliary care grow and evolve across Essex into the vital service it is today.

That depth of experience means she understands not only how care has changed, but also what truly matters to the people and families who rely on it.

Behind the scenes, Joyce, our Finance Manager, has spent over 30 years with SESNHA Care, helping provide the stability and continuity that allows the organisation to keep supporting people year after year.

Our team supporting care delivery brings the same depth of experience.

Sarah, our Training Lead, has spent 12 years at SESNHA Care, helping to train, support and develop our care teams so they feel confident in the important work they do every day.

Nicky, one of our Senior team members, has 11 years of experience, while Emily, another senior member of the team, brings 5 years supporting both clients and staff.

Our Care Coordinator, Faye, brings 18 years of experience in care, helping ensure the right support is delivered at the right time for the people who rely on us.

When you add that experience together, something becomes clear.

SESNHA Care hasn't been built overnight.

It has been built over decades, by people who have dedicated their working lives to supporting others.

In 2020, Jason stepped into the business to help guide its next chapter, working to modernise SESNHA Care so it continues to meet the changing demands of care today.

While the foundations of the organisation remain rooted in experience and community trust, Jason's focus has been on strengthening the service for the future — improving systems, developing services and ensuring SESNHA Care continues to evolve while staying true to the values it was built on.

That balance of long-standing experience combined with forward thinking helps ensure that the families we support receive both the reassurance of experience and the benefits of a service that continues to grow and adapt.

A Legacy Built on Care

SESNHA Care was founded by someone who believed that care should always be personal, trusted and rooted in the community it serves.

Many of the people still working here today have carried that vision forward for decades.

What makes SESNHA Care different is not just the years of experience.

It's the commitment behind those years.

A shared belief that people deserve care that is compassionate, honest and centred around their independence.

That legacy continues today through every member of the team.

And it's something we're incredibly proud to be part of.

Three Things Families Should Look For When Choosing a Care Provider

Experience

Ask how long the management team and coordinators have worked in care.

Experience often means better advice and calmer decision-making when situations change.

Stability

High staff turnover can affect continuity of care.

A team that has worked together for years often provides more consistent support.

Honest Advice

A good provider will sometimes tell you that care may not be needed yet, or help you explore other support options.

Honest guidance builds trust and helps families make the right decisions.

If You Would Like Advice About Care

Looking for care for a loved one can feel confusing and sometimes overwhelming.

One of the most important things families can do is simply talk to someone with experience before making big decisions.

At SESNHA Care, we are always happy to have that conversation.

There is no pressure and no obligation.

Sometimes a short discussion can simply help families understand their options and feel more confident about the next step.

Because when families ask the question we hear so often —

“How do we know we can trust you?”

The answer is simple.

Experience, honesty, and people who genuinely care about getting it right.