

In celebration of
**INTERNATIONAL
WOMEN'S DAY**

MADE OF THE WRIGHT STUFF

SAM WRIGHT

Right at Home High Wycombe
Woman Franchisee of the Year FINALIST

Imagine owning a business where your staff needed to enter the homes of vulnerable people, during a pandemic. Now imagine having to ensure the safety of not just those clients, but your staff too. You may have a glimpse into how challenging and incredibly exhausting it must have been for Right at Home High Wycombe franchise owner, Sam Wright.

At a time of unimaginable fear and anxiety, Sam and her team stepped up to the challenge and won. As the pandemic struck, Sam ensured her staff received extra training on the safe use and disposal of PPE, and she sent regular communications to carers and clients, containing updates on the latest Government guidelines.

At the heart of Sam's success is her commitment to the happiness of her clients. She does this by hiring the right staff and teaming them up with the right clients. The 'Skills for Care' guideline recommends eight hours of shadowing for new care givers; Sam averages 20. She is so dedicated to the wellbeing of her staff, she was awarded the internal Right at Home 'Going the Extra Mile' and 'Reliability' awards and in a recent independent employee satisfaction survey, she returned a '5 star satisfaction' rating. She also encourages her staff to engage in safe activities with clients wherever and whenever possible, such as Skyping their families and making Christmas cards. Her 'Top 20 homecare.co.uk Award for the South East' in April 2020, tells its own story.

Sam recently introduced 'The Turner Prize' in memory of Natasha Turner, a member of staff who sadly died of cancer. This award will recognise excellence within the team, to inspire them to deliver a truly first class service.

Franchising offers all women, the chance to 'be their own boss'. Organisations like, the British Franchise Association (bfa) and Encouraging Women into Franchising (EWiF) proved support to women wanting to enter franchising, with services like EWiF's volunteer mentors to the bfa's free online Prospect Franchisee Certificate.