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New director of operations at Danshell

By [Viv Shepherd](#)

The Danshell Group has appointed Mandy Falconer as Director of Operations for Scotland and Northumberland.

Mandy has worked in healthcare for almost thirty years after qualifying as a registered learning disabilities nurse. Throughout her working career Mandy has worked across NHS and the private sector managing care services in England and Scotland.

For ten years Mandy worked as a regulator with Care Quality Commission and the Care Commission before it changed to the Care Inspectorate, which will support her in her new role with Danshell.

Over the last few years Mandy has worked as an Operations Manager overseeing eight care services which has enabled her to focus on quality assurance and promoting excellent standards of care

Mel Ramsey, Chief Executive Officer at Danshell, said: “I’m delighted to welcome Mandy to Danshell, she is an experienced operations director with a keen eye for quality and driving continuous improvement and will be an asset to the team.”

Mandy Falconer said: “My aim is to provide support and guidance and promote excellent standards of care across all my services.

“I am passionate about promoting person centred care for all the people using the services and am looking forward to establishing good working relationships with external stakeholders and positive working relationships with all the services and the staff teams working within them