



Gayle McGrath

Practitioner Case Manager

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Professional Background: Health and Social Care

I have worked in health and social care for over 13 years in a variety of roles and settings. From 2007, I worked in a specialist Neuro Rehabilitation Centre supporting adults with Acquired Brain Injuries. My role as Business Support Manager was to provide and ensure the business function of the centre ran efficiently and consistently, ensuring the clients achieved the best possible outcomes through therapy and nursing-led rehabilitation programmes.

In 2016, I was offered a more “hands on” clinical position within the organisation to work as a Registered Manager in a long-term residential setting. I supported adults with mental health, challenging behaviours, acquired brain injuries, learning and physical disabilities. I am able to form positive working relationships with clients with a wide variety of needs and I very much respect the importance of establishing trust. I am respectful of the fact that, on occasions, clients may present with challenging or emotional behaviours for a number of reasons, and I am keen to spend time getting to know them and building up mutually supportive relationships that enable me to help solve problems or to plan for new opportunities.

I have worked closely and in collaboration with professional and governing organisations (CQC) and forged invaluable working relationships to ensure each resident’s quality of life was maximised through person centred support and goal planning. I am able to work in partnership with funding authorities, clients and their families and / or advocates in relation to establishing effective care packages that are funded appropriately in order to facilitate participation in their chosen activities and therefore to create a purposeful weekly routine. I have excellent communication skills and am experienced in liaising and working with health and social care professionals, commissioners and other organisations, to explore different opportunities and to ensure that clients are supported within a multidisciplinary approach.

I am experienced in implementing, managing and maintaining HR systems, ensuring staff personnel information is accurate and up to date. I have regularly supervised staff and offered an open-door policy for any arising issues. Part of my role is to ensure that staff are appropriately trained and that they have continuing professional development opportunities to enhance their skills as well as maintaining mandatory training updates in a timely manner. With effective communication and positive relationships, I have supported many staff in their personal development and performance needs, which ultimately leads to better care and quality of services for the clients. I feel it is very important to support staff to achieve a good work life balance and to feel proud of what they can achieve in their roles.

I have a sound understanding of the Care Quality Commission, its processes, guidelines, reporting functions and how to implement these into my practice to achieve high standards of care and support for every client. This means that I consider the requirements of CQC in the context of each client's needs in order to ensure that their support teams are able to work flexibly on an individualised package, while still maintaining those standards required based on national legislation. I always expect the staff to follow health and safety policies and check that procedures are effective and up to date. My aim is to implement policies and procedures for staff to follow and to ensure effective and safe practice for the clients. I also feel it is very important to demonstrate that I fully respect the views of the clients and their families, and my hope is always to find solutions to challenges thus enabling the client to enjoy a happy and fulfilled life.

Professional Qualifications and Memberships:

- Level 5 Diploma in Health and Social Care
- Level 2 in Medication Administration and Management
- IOSH