




## Gayle McGrath

*Brain Injury Case Manager*

 Newcastle, Tyne and Wear

 [gayle.mcgrath@ecmslimited.co.uk](mailto:gayle.mcgrath@ecmslimited.co.uk)

 07572129295

### Professional Background: Health and Social Care

Before joining ECMS in September 2020 I 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. In this role I supported adults with mental health conditions, challenging behaviours, acquired brain injuries, and 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 client’s quality of life is 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 offer 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 maintain 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 expect 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.

I joined ECMS in September 2020, initially as an Assistant Case Manager, then Senior Practitioner Case Manager and subsequently, Brain Injury Case Manager. I was able to transfer my skills and knowledge from Health and Social Care into Case Management to enhance the team. I have developed my knowledge of the implications of Acquired Brain Injury and I ensure that I build strong relationships with clients and families in order to respond proactively to the challenges they face.

My role includes recruiting staff, organising training and supporting care teams, and ensuring the needs of the client are at the heart of the process. I appreciate the demands on families who are caring for loved ones and offer a listening ear as well as solutions to the day-to-day challenges they face. I manage directly employed care and support packages for clients with a wide range of medical and complex needs, including challenging behaviours, to allow them to live with support but as independently as possible in the community. I value the skills and knowledge of colleagues in each multidisciplinary team and plan using an integrated approach. By working as a team, the clients' care, health, social and emotional needs are fully met and I am passionate about solving problems and finding positive solutions. Where direct employment is not suitable, I will source and work in collaboration with care agencies to put in place bespoke packages of care that are person centred. I will continue to work with the client, their family and the care provider throughout the process to ensure the highest level of care is being delivered and that at all times the client is receiving the best value for money service.

I am knowledgeable about statutory funding processes and will seek to ensure that my clients can access all services, equipment and benefits they are entitled to, such as completing Continuing Healthcare applications, and therefore solicitors and financial deputies are confident that my proposals are cost effective as well as necessary. My role involves having a good understanding of safeguarding legislation and working alongside colleagues in social care. I take time and pay attention to the detail required to complete Deprivation of Liberty Safeguards (DoLS) applications to allow clients to remain and live in their own homes with the support package that enables them to live a fulfilled and purposeful life.

### Professional Qualifications:

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