




## **Beth Robinson**

*Practitioner Case Manager*

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### **Professional Background: Health and Social Care**

With a background in healthcare and case management, I work at ECMS as a Practitioner Case Manager. In this position, I bring a wealth of experience gained from working alongside adults and young people with complex needs, including those who have faced life-changing injuries or life-limiting conditions.

In my previous roles, my responsibilities encompassed advocating for client needs, implementing and coordinating input from various professionals and multidisciplinary teams, and overseeing all aspects of clients' care journeys from needs assessment to staff team recruitment, ensuring my clients achieved the best possible outcomes through therapy and nurse-led support and rehabilitation plans. I am assertive yet sensitive in my approach and respectful of including family members in decision making. With extensive experience in care and rehabilitation planning, assessment of new referrals, report writing and proficiency in areas such as DoLS and safeguarding processes, I also have an excellent understanding of current legislation and Care Quality Commission requirements.

I can confidently manage a complex caseload, navigating the complexities of support and care for individuals with diverse health needs including tracheostomy, ventilation, spinal injuries, autonomic dysreflexia associated with this, and ABI. I have worked very closely alongside nursing teams and assisted them to develop training plans. I have gained extensive knowledge of a wide range of very complex medical needs and their treatments. My experience includes maintaining CQC compliance, setting up new care packages, conducting staff supervisions and observations, and implementing new strategies to enhance service quality.

My management experience has included ensuring person-centred care whilst guaranteeing CQC compliance, and overseeing payroll, rotas, supervisions, appraisals, and disciplinary actions. Additionally, I am confident in liaising with Health and Social Care professionals at both junior and senior levels and can build positive relationships with clients' families while organising direct care and support to adults with complex health needs.

I have excellent communication skills in all situations. I organise all tasks efficiently, including setting up client care and support plans, taking an active role in meetings, and assessment of situations.

I am very aware of the importance of effectively managing initial assessments and I design support packages to meet a client's needs. I am experienced at preparing detailed clinical justifications and costing documents for external professionals, and legal teams.

I am confident in working with complex and challenging family situations and have excellent skills allowing me to competently and effectively manage very difficult client and family circumstances. Essential in my career has been the formation and nurturing of excellent professional relationships. I pride myself on my ability to establish trust to develop and maintain positive working relationships with service users, their families and the professionals involved in their care.

I am experienced in implementing, managing and maintaining databases that hold information on both staff and clients ensuring they are accurate and kept up to date. This is often very sensitive information which has to be handled in line with GDPR regulations. I have to ensure my reports, support plans and supervisions are all written and stored following these guidelines. I have vast knowledge and experience in overseeing the rehabilitation for a number of clients with severe brain injuries/ catastrophic injuries.

In my role as Practitioner Case Manager at ECMS, I am dedicated to providing exemplary care and support. In this role, I effectively direct and coordinate multidisciplinary teams and support worker teams to ensure collaboration and optimal support, rehabilitation and care delivery. I chair MDT meetings and other case management-related discussions and take a leading role in directing the work of the support workers. My responsibilities extend to taking a central role in supporting the CQC registration process, including drafting and updating care and support plans in line with CQC guidance and ensuring support worker compliance with plans and company policies.

I very much enjoy my role and in making a positive difference to the lives of my clients.

### **Professional Qualifications:**

- NVQ Level 5 in Leadership and Management
- Level 1 in British Sign Language (IBSL)