



Linda Coulson
Brain Injury Case Manager

📍 Gateshead, Tyne and Wear

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Professional Background: Registered Nurse / IRCM Registered Brain Injury Case Manager

Since qualifying as a Registered Nurse in Learning Disability in 1993, I have worked across NHS commissioning, acute and community services, statutory health and social care, and independent organisations. My qualifications and experience spans supporting both adults and children with complex medical and nursing needs, learning and physical disabilities, mental health conditions, polytrauma, acquired brain injury, and a range of neurological and life limiting conditions. I have expertise in epilepsy, headache, and pain management, with a focus on personalised, multimodal, non-pharmacological and integrative approaches that complement traditional medical care.

I have extensive experience working with individuals with multiple and complex diagnoses, including physical and medical needs, Functional Neurological Disorders, forensic histories, behaviours that challenge, neurodiversity, and complex social circumstances. I am highly skilled in multi-agency collaboration and in coordinating innovative, cohesive approaches across medical, nursing, and social care teams. My roles have encompassed frontline clinical practice with children and adults through to senior management and commissioning, giving me a strong strategic understanding of complex service delivery.

My work at senior and strategic levels includes close collaboration with colleagues across statutory, voluntary, and private sectors, and significant experience working directly with medical-legal professionals, including clients' legal teams and with Court of protection professionals. Over 15 years as an NHS Acquired Brain Injury Case Manager and as a Case Manager for complex care and long-term conditions, I have coordinated and supported highly complex care packages, including for children and for young people transitioning from paediatric to adult services. I am experienced in producing robust service justifications, funding proposals, and high-quality reports for commissioning bodies, as well as managing NHS Continuing Healthcare assessments and Nurse-Funded Care processes.

I bring strong leadership experience in multidisciplinary team coordination, outcome-focused planning, and navigating statutory and private funding pathways. My background includes working within regulatory and governance frameworks, supporting CQC inspections, and contributing to Safeguarding and Mental Capacity Act processes.

My practice is grounded in the values of nursing and aligned with BABICM and IRCM standards and in addition, I serve as a charity trustee on the Board of Headway Tyneside. This enhances my strategic insight into the wider brain injury sector and strengthens my governance experience, understanding of third-sector service challenges, and ability to contribute to organisational development, risk oversight, quality assurance, and stakeholder engagement. This deepens my awareness of client, family, and community perspectives across the brain injury pathway.

In addition to my registered nursing and brain injury case management background, I have developed strong expertise in IRCM governance, compliance and quality assurance, allowing to me expand my role at ECMS to IRCM Compliance Officer. I support practice that aligns with the IRCM Standards of Proficiency and the Case Management Competency Framework. My experience includes clinical governance, auditing of complex brain injury case files, Immediate Needs Assessments and progress reports. I ensure documentation is robust, professional and suitable for medico-legal scrutiny. I work with the ECMS management team to support safe delegation, supervision arrangements, safeguarding practice, Mental Capacity Act compliance, professional registration checks, risk management, policy implementation and continuous service improvement across brain injury and complex client caseloads to support our Case Management team.

Professional Qualifications

- Registered Nurse Learning Disability Diploma (College of Health Studies, Northumbria University)
- ENB 998 Diploma Teaching & Assessing in Clinical Practice (College of Health Studies, Northumbria University)
- City & Guilds 7307 certificate Teaching Adult Learners (Huntingdon College of FE)
- D32/33 NVQ Assessor certificate (University of Sunderland)

Memberships:

- RCN – Royal College of Nursing
- HEADWAY Tyneside
- BABICM – British Association of Brain Injury Case Managers
- UKABIF – United kingdom Acquired Brain Injury Forum
- CNHC – Complementary & Natural healthcare Council uk

Regulatory organisation:

- Nursing & Midwifery Council (NMC)
- Independent Register of Case Managers (IRCM)