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## Case Management Experience

Nicola is a case manager with an extensive background in paediatric nursing and significant experience managing complex cases regarding brain injury, post-traumatic stress disorder and orthopaedic injuries. Nicola works closely with clients and families, leading the planning, coordination and execution of comprehensive, impactful and goal-driven care packages in alignment with clients' unique requirements. This includes leading multi-disciplinary teams, orchestrating the delivery of high-quality services from community nurses, dieticians, social services, GPs, home oxygen teams and therapists. She is adept in providing support regarding accessing therapies, educational transition, mobility issues, housing requirements and the monitoring of medical provision.

Nicola is a passionate, diplomatic and emotionally intelligent individual with a strong understanding of the practical and emotional impact of serious injuries and severe medical conditions upon individuals and families. She is skilled in conflict management, navigating complex family dynamics, providing effective patient advocacy and ensuring rapid and comprehensive resolution of crisis incidents. Nicola diligently maintains her continuing professional development and has completed training on subjects including safeguarding (level three), information governance, moving & handling and health & safety.

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## Specialisms

- Orthopaedics
- Brain Injury
- Neurological Disorders
- Mental Health
- Post-Traumatic Stress Disorder
- Neo-Natal Intensive Care
- Global Development Delay
- Cerebral Palsy
- General Medical Conditions
- Sensory Impairment (Visual)

## Qualifications

- BSc Neonatal Intensive Care
- Registered Paediatric Nurse

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## Professional Background

Nicola is a registered paediatric nurse with fifteen years of experience, specialising in neonatal intensive care and paediatric nursing. This has included managing the treatment of children with a diverse range of complex medical conditions. As a neonatal nurse, Nicola supported the treatment of patients with acute medical needs and conditions including neurological, congenital and chromosomal disorders. She gained proficiency in a comprehensive base of relevant specialist skills, including endotracheal tube ventilation. Throughout her career, Nicola has managed patient discharges, ensuring the provision of effective community care and providing training and education to families, equipping them with all necessary skills and knowledge to care for their child at home. She drove innovation in this area within her unit via spearheading the introduction of family integrated care.

Nicola has experience in leading Special Baby Care Units, ensuring exceptional standards of service quality within fast-paced, high-pressure environments and ensuring rapid and effective responses to emergency incidents. Since 2020, Nicola has gained experience delivering community care to children with multiple and severe disabilities including cerebral palsy and global development delay. She has also supported the delivery of care packages for paediatric cases regarding mobility issues, seizure management, dystonia, scoliosis, visual impairment, incontinence, gastrostomy and naso-gastric tube feeding.



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## Career History

### **Case Manager**

Harrison Associates  
(2020 - Present)

### **Paediatric Nurse**

Bank Paediatric Complex Community Care Team  
(2020 - Present)

### **Neonatal Nurse**

Burton & Derby Hospital NHS Trust (Special Care  
Baby Unit)  
(2018 - 2020)

### **Staff Nurse**

Birmingham City Hospital (Neonatal Intensive  
Care Unit)  
(2008 - 2018)

## Memberships

- Case Management Society UK
- Nursing & Midwifery Council
- Royal College of Nursing

## Ages Covered

- Paediatrics