

## Mark Hill

Rehabilitation Case Manager &  
Registered General Nurse

**Location: Colchester**

### **Summary of client expertise and specialist training:**

Mark has specialised in working with clients who have complex health needs in a variety of settings across his career as a Registered Nurse. He has spent time working in Saudi Arabia and Australia, during which time he was exposed to other cultural and procedural norms. Mark has also worked as a Senior Staff Nurse at The National Hospital for Neurology and Neurosurgery for several years.

Mark's first-hand extensive knowledge and training encompasses **children, young adults and older adults with a range of neurological injuries**, including many with significant additional medical complexities. He is experienced and capable in leading teams to move forward client goals and has a particular interest in skin care and autonomic dysreflexia. He believes education is key to ensuring quality care. He has a teaching qualification and keeps up to date with the latest research, technology and equipment available on the market.

Mark is experienced in the following areas:

- Spinal Cord Injury (both complete and incomplete injuries, ventilated and non-ventilated, adults and children)
- Spinal tumours
- Cauda Equina injuries
- Brain injury
- Musculoskeletal issues, including amputations
- Learning disabilities
- Stroke
- Trauma management
- Diabetes (Type 1 and Type 2).
- Dementia and Alzheimer's
- Cardiovascular Accidents
- Cardiac Events and treatment of Myocardial Infarction
- MS
- Parkinsons
- Management of challenging behaviours
- Respiratory & cardiothoracic patients, including Type 1 and Type 2 respiratory failures.

Mark has a calm approach, **ensuring that his clients and their family feel confident working with him**. He believes effective communication is key to a positive working relationships, and allows for the development of positive relationships with his clients and applies his skills and knowledge to overcome challenging circumstances.

### **Professional memberships and associations:**

- Royal College of Nursing
- Nursing and Midwifery Council
- BABICM

## **Qualifications and Training:**

### **Qualifications**

- BSc Hons Nursing Studies 1<sup>st</sup> Class (2018-2020)
- Diploma Higher Education Adult Nursing (1996-1999)
- ENB 998 Teaching and Assessing in Clinical Practice
- ENB 996 Responses to Health and Illness
- 1 year full time Neurology and Neurosurgery Course from South Bank University (2003-2004)

## **Employment:**

### **COOCI Associates from 2024 - Rehabilitation Case Manager**

- Immediate Needs Assessments
- Case Management for clients with complex disability
- Co-ordination of multidisciplinary teams
- Setting up, co-ordination and management of care packages
- Supporting clients and families with a range of issues including accommodation adaptations, setting up and managing community care teams, holiday arrangements, vehicle procurement, benefit applications, educational appeals, and returning to work
- Experience of adolescent and adult cases

### **Libertatum Healthcare**

#### **Nurse Lead - April 2019 – December 2023**

- Managed a team of carers delivering care to a variety of community based patients the majority of whom have sustained a spinal cord injury. Supporting clients and their families through the rehabilitation process.
- Responsible for assessment, planning and ongoing evaluation of care, and also for identifying training needs, including medicines administration and many other clinical tasks for both children and adults.
- Provides in-house training on spinal cord injuries including bladder, bowels, sexuality, therapy input etc.
- Supporting clients returning to work or education, ensuring the environment into which they are going is accessible and any additional equipment is obtained.
- Liaised with case managers and allied healthcare professionals to ensure CQC standards were met for clients ( effective, well lead, caring, safe and responsive).
- Regularly attended MDT meetings and dealt with any client complaints.
- Ensured completion of documentation, and liaised with other healthcare professionals so that required evidence can be recorded appropriately. This included mental capacity issues, as well as other problems.

### **Interserve Healthcare**

#### **Nurse Lead - April 2017 – April 2019**

- Directing teams of carers who were delivering care to a variety of community based patients. This included children and adults, and included care delivery for vented clients. Clients had a wide variety of support needs, including brain and spinal injuries
- Responsible for assessing, planning and evaluating care, and also for identifying training needs, including medicines administration, and many other clinical tasks for both children and adults
- Liaised with case managers and allied healthcare professionals to ensure CQC standards were met for clients ( effective, well lead, caring, safe and responsive)

- Delegated clinical skills after assessing need and reviewing appropriate policies and associated guidance
- Regularly attended MDT meetings and dealt with any client complaints, and also covered “on call” requirements for company on rotational basis
- Liaised with CCG’s to ensure care was implemented in accordance with current standards, as well as care needs
- Ensured completion of documentation, and liaised with other healthcare professionals so that required evidence can be recorded appropriately. This included mental capacity issues, as well as other problems

#### **Bank Nurse - October 2014 – March 2019**

- Worked in local nursing homes as bank staff. Caring for elderly clients with dementia related issues. Again ensuring compliance with CQC standards, and ensuring training requirements were up to date.
- Completed manual handling training and other outstanding mandatory requirements.

#### **The National Hospital for neurology and Neurosurgery Senior Staff Nurse - November 2007 – September 2014**

- Responsible for care planning and care delivery for clients in hospital inpatient environment, with focus on neurological and neurosurgical issues.
- Ensures compliance with training and regulatory requirements, and completed specialist training course.
- Enhanced and developed skills and knowledge base, with focus on neurology and spinal injuries.
- Worked as part of multidisciplinary team-towards agreed clinical goals, using agreed clinical interventions in accordance with quality requirements.
- Teaching of students and band 5 RGN’s, as well as Care Assistants.
- Delivered personal care, including medicines administration, and other needs as dictated by care plans and multi-disciplinary decision making.
- Completed rotational night shift working, taking charge of clinical area whilst doing so.

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