Jo Brown

Case Manager & Registered Children's Nurse

Location: West Midlands

Summary of patient expertise and specialist training:

Jo is an experienced Children's Nurse particularly in the field of complex care in both NHS and non-NHS settings. She graduated from Birmingham City University in 2003 and has since worked at various hospitals, but mainly in the community setting. Jo has extensive experience of highly complex community care provision and has worked in a variety of roles within the community care sector. She has extensive knowledge in areas of training and supervision relating to community-based care provision. She is an experienced teacher/trainer and has generous experience of delivering clinical induction courses to teams and overseeing packages of care for children and young adults with neurodisability and complex care needs and assessing carer competencies.

Jo's first-hand extensive knowledge and training encompasses from birth to young adults with complex care needs. She is experienced and capable of leading teams to move forward client goals and has a particular interest in children and young adults with highly complex care needs.

Jo has over 21 years' experience working with clients who have experienced, but not limited to:

- Spinal cord injury (both complete and incomplete injures, ventilated and non-ventilated, children and young adults)
- Learning disabilities
- Brain injury
- Cerebral Palsy
- Amputation
- Complex Neurodevelopmental Disorders
- Epilepsy
- Respiratory difficulties
- Musculoskeletal difficulties
- Metabolic disorders

Jo has a calm approach, and she is keen to develop positive working relationships with her clients and families.

Case management skills:

Jo has experience of managing a number of complex care cases in a highly professional and proactive manner. She has been responsible for:

- Immediate Needs Assessments
- Case Management Action Plans and Progress Reports
- Set-up and management of community care packages
- Competency assessment of carers
- Safeguarding
- Risk Assessments

Professional memberships and associations:

- Nursing and Midwifery Council (NMC)
- Royal College of Nursing (RCN)
- Expert Witness Institute (EWI)

Qualification and Training:

Qualifications

- Registered Children's Nurse (RNC) Dip HE Nursing/BSc Professional Practice
- Registered Children's Nurse (BSc, DipHE)
- Level 3 Award in Education and Teaching
- Level 4 Award - Children's Handling and Risk Assessment Key Trainer

Employment:

Independent Care Expert
May 2023 and Ongoing

- I have an independent consultancy practice working as a Nursing Care Expert. I advise exclusively on past and future nursing care and case management for cases involving children and young adults with complex care needs and disabilities. I regularly attend and participate at case conferences, engaging in joint discussions between experts and preparing joint statements.

First Person Resources
Nursing Care Expert and Case Manager
January 2017 – May 2023

- I worked as a Nursing Care Expert and case manager for First Person Resources. I was also responsible for overseeing the clinical elements of the paediatric complex care clients.

Paediatric Nurse in A & E - Ad hoc to maintain clinical skills – January 2023

Thornbury Community Services
Regional Case Manager April 2015 to January 2017

- To be the sole point of contact for the client and family in all aspects of care management.
- Manage a caseload of clients with highly complex care needs
- Fully establish the needs of the client
- Liaise with the commissioning bodies, Regional Clinical Leads, Business Manager and others within the healthcare sector to ensure the success of the care
- Work alongside recruitment team to source the most appropriate team
- Confidently liaise with all relevant health professionals, social workers, families and clients
- Keep abreast of current commissioning developments regarding the community healthcare sector
- Ensure high standards of care are achieved in service delivery
- Responsibility for a caseload of packages of care, and develop from the initial assessment with the Regional Clinical Lead.
- Promote independence wherever possible
- Review and monitor care packages in conjunction with the Regional Clinical Lead
- Regular client visits
- Manage the client and family needs, delivering a high standard of service
- Visit associates where necessary, maintain open lines of communication regarding the packages
- Work with the Multi-Disciplinary Team at all levels both internal and external
- Confidently manage client relationships
- Responsible for managing groups of support workers and nurses in assuring the success of the care, including regular recorded Team Meetings

Ark Complex Care
Lead Nurse April 2013 to April 2015

- My position has enhanced to a Senior role ensuring care provided is of the highest quality and cost effective.
- I have played an important role in ensuring the re-structure of the company is in line with the needs of clients and staff to provide optimal services to our clients and Commissioners.
- Management and set up of Paediatric & Adult Complex Care Packages throughout the UK in line with national and local policies.
- Devised Paediatric Care Pathway for Ark Complex Care
- Comprehensive training in clinical care for example;
- Training carers on Medication Administration
- Tracheostomy Care
- Long Term Ventilation
- Bowel and Bladder Care
- Record Keeping
- Spinal Cord injury
- Gastrostomy Feeding/Nasogastric feeding
- Epilepsy Management
- Mentoring, training and review of staff
- Recruitment and interviewing of staff
- Supervision and counselling sessions with team
- Undertaking disciplinary procedures
- Sickness monitoring
- Comprehensive competency documents and appropriate support plan
- Regular review of Complex Care Packages
- Actively seeking business development opportunities, target areas and appropriate follow up
- Feedback and updates to stakeholders.
- Providing costings for Commissioning Bodies and close inter-agency working
- Ensure effective and efficient communication with Commissioning Bodies
- Liaising with relevant Commissioning Teams to secure packages of care
- Ensuring safe transition from hospital or place of discharge to home.
- Fully involved with the recruitment of staff through to competent lone working and ensuring excellent retention
- Staff Appraisals
- Ensure Policies and Procedures are in place and utilised effectively
- Staff Counselling Sessions and Team Meetings
- Management and production of team rotas
- Implementation of environmental, social and nursing assessments.

Long term Ventilation Team Manager
Birmingham Children's Hospital January 2013 – April 2013

- Assisting with the daily management of children requiring long term ventilation in the community and in hospital.
- Recruitment and interviewing of Band 5&6 staff nurses
- Supervision and counselling sessions with team
- Undertaking disciplinary procedures
- Sickness monitoring
- Budgetary management – signing timesheets, authorising agency forms

Community Nurse Specialist & Operational Manager
Ark Complex Care August 2011-January 2013

- Management and set up of Paediatric Complex Care Packages throughout the UK
- Devised Paediatric Care Pathway for Ark Complex Care
- Comprehensive training in all aspects of clinical care
- Mentoring, training and review of staff
- Comprehensive competency documents and appropriate support plan
- Regular review of Complex Care Packages

- Actively seeking business development opportunities, target areas and appropriate follow up
- Providing costings for Commissioning Bodies and close inter-agency working
- Ensure effective and efficient communication with Commissioning Bodies
- Liaising with relevant Commissioning Teams to secure packages of care
- Ensuring safe transition from hospital or place of discharge to home.
- Fully involved with the recruitment of staff through to competent lone working and ensuring excellent
- retention
- Staff Appraisals
- Ensure Policies and Procedures are in place and utilised effectively
- Staff Counselling Sessions and Team Meetings
- Management and production of team rotas
- Implementation of environmental, social and nursing assessments.
- Children's Homecare Nurse
- Healthcare at Home November 2011 – March 2012 (Continue with Agency Shifts)
- Daily set up of Paediatric Parental Nutrition via Central Lines aseptically
- Daily flush off of Paediatric Parental Nutrition aseptically
- Management of Central Venous lines
- Weekly visits to administer Enzyme Replacement Therapy
- Training to take bloods from CVL – will require further competency
- Maintain care through set clinical guidelines
- Cannulation Skills Study Day – November 2011
- ERT Study Day – November 2011
- PICC, Hickman and Portacath Study Day and Skills Workshop – December 2011

Independent Paediatric Case Manager
Brownbill Associates

- Management of Paediatric Clients following a catastrophic injury/accident
- Management of multidisciplinary working and seeking the appropriate professionals to provide safe and
- effective care
- Ensure a package of care is set up where necessary

Paediatric Nurse Specialist
The Complete Group, Telford February 2009 – August 2011

- Introduction of new Nurses to the Paediatric team
- Setting a comprehensive training programme for new nurses
- Ensuring all new nurses are trained to the highest standard to provide clinical/managerial care to clients
- Identifying any training needs of new Nurses to the company and addressing these immediately
- Identifying/addressing own training needs
- Clinical management of care packages daily
- Systematically ensuring care packages continue to run effectively
- Continuous efforts to sustain excellent working relationships with clients and families
- Decision making in clinical care provision
- Problem solving and implementation of changes where required
- Mentoring and supervision of care staff
- Training Personal Assistant's to the highest standard of clinical care
- Sole clinical responsibility for Personal Assistants
- Liaising with Primary Care Trust's nationwide and tertiary services
- Negotiation with Primary Care Trust Commissioners where required.
- Implementation and review of Paediatric Competency Documents
- Implementation and review of Child Support Plans
- Assistance with retention of staff
- Assistance with rotas

- Assistance with implementation and review of risk assessments
- Implementation and review of policies and procedures

Community Children's Nurse
Solihull NHS Care Trust January 2008 – February 2009

- Management of Paediatric clients with Complex Needs and End of Life Care
- Home IV therapy and chemotherapy
- Autonomous working with individual caseload
- Teaching and mentoring of staff
- Implementation of policies, procedures and competencies
- Review of policies, procedures and competencies

Community Staff Nurse
Birmingham East & North Primary Care Trust, Birmingham January 2006 – January 2008

- Health Promotion
- Health Prevention
- Child Protection – All aspects
- Teaching of staff and pupils
- Mentoring of staff

Senior Staff Nurse
Birmingham Heartlands Hospital, Birmingham September 2003 – January 2006

- Assisting with the set-up of the HDU
- Nursing patients with long term illnesses
- Nursing patients with acute illnesses
- Experience on Paediatric Assessment Unit
- Experience in Trauma & Orthopaedics
- Experience with Surgical Patients
- IV Therapy competent
- Able to lead shifts – Nurse in Charge of Ward