Zuben Montgomery BSc (Hons) RN

Neurological Rehabilitation Case Manager,
Community Specialist Practitioner &
Registered Nurse

Location: Hailsham, East Sussex

Summary of patient expertise and specialist training:

Zuben is a highly qualified nurse with over 30 years' experience. Prior to working as a Case Manager, Zuben has gained a wealth of experience as a Registered Nurse working with both adults and children within hospital and community settings. Zuben has also been actively involved across several Primary Care Trust committees where she has participated in project work, Clinical Governance Groups, Clinical Policies Ratification Group, Community Equipment and Medical Devices Group and Equality and Diversity Groups. Zuben has also spent 13 years as a Royal College of Nursing (RCN) Board Member for the South East Region representing Sussex and Surrey RCN Members. Zuben is a Best Interests Assessor and has also worked within the Continuing Health Care Assessor, where she has secured safe and sustainable care packages for clients meeting NHS Funded Continuing Health Care (CHC) eligibility, including Direct Payments.

Zuben is an experienced Case Manager and supports clients that have had catastrophic brain injuries. Zuben has experience in procuring care for clients in their homes, both via local agencies and directly employed staff and she also has experience in implementing care plans and monitoring care provision. Zuben'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. Zuben is able to work autonomously in supporting clients and their families. She believes in a holistic care approach and enjoys supporting clients and their families with goal based measurable outcomes to achieve the best care possible.

Zuben is also an approved Best Interests Assessor (BIA) and is able to undertake the Best Interests Assessments following the Section 12 Mental Health Doctor's Assessment. As a BIA, Zuben plays an important role in the Deprivation of Liberty safeguards (DoLs), as part of the Mental Capacity Act.

Zuben is experienced in the following areas:

- Brain injury
- Spinal cord injury
- Cerebral Palsy
- Multiple Trauma, including amputation
- Behavioural and Learning disabilities

She also has clinical exposure and experience working with clients with:

- Neurological conditions, including MS, Parkinsons, Dementia
- Adult and children tracheostomy and ventilation
- Palliative care
- Long term chronic and life limiting conditions
- Continuing healthcare assessments and appeals
- Adult and children safeguarding

Zuben has a sensitive compassionate approach to her clients and their families, ensuring that her clients and their family feel confident working with her. She quickly develops positive working relationships with her clients and applies her skills and knowledge to overcome challenging circumstances.

Case Management skills:

The smooth running of any case is crucial for the comfort and wellbeing of our clients. Zuben's experience in proactively managing a case from the outset is second to none. Her skills include:

- Immediate Needs Assessments
- Case Management Action Plans and Progress Reports
- Understanding of the requirements of the litigation process
- Utilising sports to benefit her clients
- Set-up and management of community care packages
- Safeguarding and Risk Assessment
- Mental Capacity Act
- Managing challenging behaviours

Professional registrations and memberships:

- Nursing and Midwifery Council
- Full Member of the Royal College of Nursing
- District Nursing Forum
- Clinical and Leadership Forum
- SIA- Spinal Injury Association
- BABICM- British Association of Brain Injury Case Management
- CMSUK- Case Management Society UK
- Member of Association of Personal Injury Lawyers (APIL)

Qualifications and training:

Qualifications

- Enrolled Nurse, Brighton School of Nursing - 1977
- Ophthalmic Certificate of Proficiency for State Enrolled Nurse, Sussex Eye Hospital - 1979
- District Enrolled Nurse, Brighton Polytechnic - 1991
- Registered General Nurse, Sussex & Kent Institute - 1994
- University of Brighton-Faculty of Health- Diploma Level – 1995
- University of Brighton, BSc (Hons) in Professional Practice in Community Nursing- Higher Award – 1999
- University of Brighton, Supplementary Prescribing – 1999
- University of Brighton Discreet Modules Masters Level: Case Management Nam 80 and Advance Physical Assessment with Differential Diagnosis – 2007 - 2008
- SS7132: Deprivation of Liberty Safeguards: Skills and Assessment Best Interest Assessor – 2017
- Case Management Pathway Training
- Headway - Understanding Brain Injury Training
- Best Interest assessor yearly legal update
- Introduction and Legal update – Stewarts' Case Managers Training Day November 2019
- Mandatory and Basic Life Support Training completed

Employment:

COOCI Associates LLP from 2021 - Neurological Rehabilitation Case Manager

- Manages a caseload of clients with complex neurological needs. Supporting clients and their families through the rehabilitation process.
- Sourcing and implementing therapy packages, care packages, equipment and securing appropriate accommodation and any associated adaptations required.
- Supporting clients returning to work or education, ensuring the environment into which they are going is accessible and any additional equipment is obtained.
- Provides in-house training on CHC funding, Best Interests and Deprivation of Liberty Safeguards (DoLS).

Case Manager Associate, Community Case Management Services - 2018 remains current

- Initial Case Management Assessments
- Coordinating Therapists
- Coordinating Care Teams
- Supporting families
- Liaising with schools, EHCP's
- Ongoing care of clients
- Continuing Healthcare appeals and funding.
- Procuring Equipment
- Arranging breaks and holidays
- Assisting with accommodation
- Assistance with employment
- Benefit reviews/Blue Badge applications
- Liaising with Solicitors

Expert Witness, Maggie Sargent Associates 2018, remains current

- Expert Witness reports, specialising in Continuing Healthcare

Case Manager Continuing Health Care (CHC) East Sussex Clinical Commissioning Group (CCGs) NHS 2013

- Development of safe care packages for patients meeting NHS Funded Continuing Health Care (CHC) eligibility and Case Management eligibility
- Review processes for eligible Continuing Health Care
- Maintain quality assurance for delivery of care packages
- Provide education and advice to multi professional practitioners
- Monitor and implementation of Personal Health Budgets
- Organise and facilitate Multidisciplinary Team Meeting
- Support and work closely with other professionals and family members

West Sussex Primary Care Trust/Sussex Community NHS Trust 2006 – 2013

- Advance Nurse Specialist Practitioner/Community Matron- Case Managing Varied Complex Cases for the Northeast Area Locality Crawley GP Practices
- Attending weekly GPs Practice meetings
- Preventing hospital admission and managing complex discharge
- Undertaking Advance Physical Assessments and diagnosis with Medication management
- Working collaboratively with other professionals

Professional Lead for District Nursing Service 2003 – 2006

- Implementation of audits
- Worked closely with Human Resources in implementing Mandatory Training
- Clinical risk assessments
- Implementation of clinical policies
- Induction programmes for new staff

Integrated Team Leader (Incorporating Modern Matron) 2003-2006)

South East locality area of Crawley for Health Visitors / School Nurses / District Nurses and Community Matron, managing the Day Treatment Centre, Evening Twilight Service, Relief Team and Bank Nurses for The District Nursing Service. Budget holder for those areas, also recruitment and retention. Worked closely with other Team Leaders and worked jointly with Adult Social Care for Safeguarding Children and Adults and Mental Health Team.

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