

Curriculum Vitae

Louise Goodall – Occupation: Clinical Case Manager/ Registered Nurse – Total Case Management Ltd
Office C4 Frodsham business Centre, Bridge Lane, Frodsham, Cheshire, WA6 7FZ

Telephone: 01928 732 999 Mobile: 07930 887 855 Email: louise@totalcm.org.uk

NMC registration – 95Y0645E

I am a registered nurse (adult) and health visitor with 20 years experience working with children and adults. I have significant experience with adults and children who have acquired brain injury leading to complex care needs either through accident or birth trauma. Specific clinical skills include tracheostomy, long term ventilation, gastrostomy, colostomy, epilepsy, limited mobility including quadriplegia and tetraplegia, and cerebral palsy. I am an autonomic dynamic practitioner who can work effectively in a team including working collaboratively with other health and social care professionals. I have excellent communication skills and feel I can relate to clients, families and liaise with other health professionals so to achieve the best possible outcomes for our client's.

Employment experience – Case Manager – Total Case Management - March 2018 – present

I have experience in managing a case load of several clients with varying levels of complex needs following acquired brain injury, both pre and post settlement. During my time as a case manager I have developed positive relationships with Court of Protection Deputies and Litigation Solicitors and believe in a collaborative approach to ensure best outcomes for the client.

By working collaboratively with clients and family, I can produce client centred case management plans, immediate needs assessments, support plans and care plans by using a holistic approach.

I have ensured that clients with complex multiple problems and disabilities received services in a timely and appropriate manner by working closely with other professionals and referring appropriately.

I can competently develop rehabilitation plans and SMART goals with clients. I am able to coordinate and chair multidisciplinary team meetings and endeavour to include the client in all aspects of decision making.

I have extensive experience in recruiting, supervising and managing support staff to work alongside the multidisciplinary team in order to provide the client with the opportunity to live as independently as possible and perceive this aspect of the role to be one of my strengths.

During my time as a brain injury case manager I have also had some experience in facilitating independent living trials and supporting clients in to a gradual transition into living in their own homes.

Lead Nurse – Children - Love Nursing - Merseyside - June 2017 to April 2018

This part time role as Lead Nurse for Love Nursing required me to meet families, assess the client's needs, formulate and review care plans, match staff to packages and assess staff competencies. I was also responsible for delivering clinical supervision to staff members and identifying any training needs or personal development opportunities.

Nurse Manager - Raye of Sunshine Care Services Ltd - January 2017 to May 2017

This role enabled me to develop my management skills. During this brief spell which was cut short due to the company going into administration, I developed interview skills and identified potential staff to work on specific packages of care. I also was responsible for sickness reviews of staff and disciplinary procedures. I feel I approached these tasks in an efficient but empathetic manner. Part of this role was to liaise with CCG commissioning teams on the progress of packages of care. I also attended all multi-disciplinary meetings on behalf of the company. I reviewed policies and procedures and amended them accordingly.

Health Visitor - Liverpool Community Health NHS Trust - February 2014 to January 2017

I was responsible for delivering the Healthy Child Programme in an extremely deprived area of Liverpool with a caseload of approximately 250 children. It was essential for this role to develop exceptional time management skills as I was expected to complete a certain amount of visits within a specific time frame, and then follow up with effective documentation and further referrals if required. Due to the area in which I was placed I further enhanced my skills required for working within the child safeguarding arena. This involved liaising with colleagues in social care and safeguarding specialist nurses for the trust as well as developing therapeutic relationships with families who were finding parenting difficult. I was also able to deliver public health messages which included smoking cessation, breastfeeding promotion, immunisations and childhood illness.

Student Health Visitor - 5 Boroughs Partnership NHS Foundation Trust - January 2013 to January 2014

Looked After Children Nurse 5 Boroughs Partnership NHS Foundation Trust - June 2010 to January 2013

During this time I held a caseload of 80-100 children who were under the care of the local authority (foster care). This role involved assessing young people's health needs on an annual basis and formulating health care action plans. I was also a source of support and advice for foster carers and social workers. I was required to attend all safeguarding meetings and deliver health reports, and subsequently update records with the recommendations and actions from the meetings.

Staff Nurse - Alder Hey Children's NHS Foundation Trust - June 2008 to June 2010

I worked on Paediatric Intensive Care unit with children who were critically ill from trauma or acute and longstanding conditions.

Staff Nurse - Medical Nursing Agency January 07 to May 08

I worked within a wide range of client's and environments, including children and adults with complex care needs including long term ventilation, tracheostomy, gastrostomy in the community and critical care areas in acute NHS trusts including Alder Hey Children's Hospital.

Staff Nurse Liverpool Heart and Chest Hospital NHS Foundation Trust - April 1999 to January 2007

Band 5 staff nurse working within the Critical Care Unit including post operative intensive care.

Staff Nurse - Royal Liverpool and Broadgreen University NHS Trust - March 1998 to April 1999

Specialist Community Public Health Nursing

Liverpool John Moores University

Diploma in Nursing

Nottingham University

Training (Professional) -

General Intensive Care Nursing 2002 (ENB 100)

Liverpool John Moores University

Teaching and Assessing in Clinical Practice 2000 (ENB 998)

Salford University

Training (Case Management) –

BABICM New & Would be Case Manager workshops part 1 & 2 - 2019

Case Managing with Curiosity & Creativity – 2019

Disclosure Dilemmas – 2020

Accommodation: More than a roof over your head – 2022

Safeguarding, Suicide & Self harm – 2023

Other sources

Wine, Women and Women seminar – PRD 2021

The Arts Therapies, Neuro rehab and Case management – Chroma 2021

It's a Family Affair – PRD 2022

Conflict resolution - TCM 2022

Understanding Brain Injury – Headway 2022

Additional Information

Member of BABICM / Full clean driving licence

Personal Information

Away from my work environment I lead a very busy life. I'm a single parent to 2 teenagers, one of who is at University and the other is at 6th Form College. Together we enjoy attending various music festivals and gigs.

I'm a season ticket holder at both Liverpool FC and Widnes Vikings RLFC, where I organise away travel for supporters. So most weekends, if I am not found at Anfield or Naughton Park, I will be found on the side of a football pitch where I volunteer as a pitch side first aider for a local amateur football club.

I am also an elected member of Halton Borough Council, where I represent the local community in which I live. As part of this role I am a member of 2 Policy and Performance boards – Health and Children, Young People and Families. Here I scrutinise the local authority's performance and policy development and find some transferability to my professional role.