



Sophie Howson

Nurse Case Manager

PROFESSIONAL QUALIFICATIONS

- BSC Paediatric Nursing
- PICU Course Completion
- Safeguarding Trained
- BLS Trained

CURRENT MEMBERSHIPS

- NMC

GEOGRAPHICAL COVER

- London
- South England

SNAP SHOT

Registered nurse and Clinical Case Manager with ten years of experience in both paediatrics and adult healthcare environments. Sophie has practiced in both acute care such as ICU and A&E units, and community-based such as district nursing and outreach services with specialist experience in clients with complex care needs. Sophie's case management portfolio consists of both adult and paediatric complex clients due to the nature of her clinical expertise. Moreover, Sophie has strong project, change and people management experience in the health and hospitality sectors.

SPECIALIST AREAS

- Adult & paediatric nursing
- Complex care case management
- HR & recruitment
- ICU & cardiology
- 10 years MDT working
- Safeguarding adults & children
- Neurological conditions
- Complex care and discharge planning



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EXPERIENCE

Sophie graduated Swansea University in 2015 with a BSc Hons in Paediatric Nursing. Sophie is motivated by her compassion and caring nature, seeking roles where her skills to manage the care with a deeper level of understanding to meet the complex needs of a client holistically. Sophie's personal background gave her key exposure to complex care family members, and health professionals within her family.

Sophie undertook three placements per year when training, within different specialties, both within the hospital and community setting. The placements covered both adult and paediatric services. The diversity of placements enabled a broad spectrum of knowledge to be curated from these environments. This meant having to adapt to each audience and speciality adeptly, developing a large knowledge and fundamental confidence, strong understandings of client needs and a skillset of working effectively within multi-disciplinary teams.

Following successful graduation, Sophie began immediate employment within Guy's and St Thomas' on the paediatric rotation programme. She gained experience in general medical, cardiology and PICU. Sophie then continued in PICU due to her passion for a fast paced, specialist environment with high level complex patients.

Sophie completed her intensive care, tracheostomy, and ventilation training in the PICU. This environment meant exposure to many complex care patients sitting within neurology, orthopaedic, and cardiology disciplines. Caring for complex patients and their families gave a deeper understanding of their needs and the services that could be implemented for those needs to be met. Sophie appreciates the importance of continuous and accurate assessments and prompt reporting which underpins recommendations made. It also demonstrated the importance of advocacy and best practice.

Working with complex care patients meant working within a tight knit MDT, holding the responsibility of being the chief point of contact for that patient when working with occupational health, physiotherapy, pharmacy, community nurses, their assigned specialist consultants in charge of their care, the hospital school team and play specialists. This experience was key to honing both nursing skills and project management skills. The ability to act quickly, work well under pressure and overcome new obstacles daily was necessary for the client to get the best healthcare experience.

Whilst Sophie was working in PICU she began mentoring and training newly qualified student nurses and orientating new starter nurses to the PICU environment. This included PICU specific training and becoming a sign off for competencies demonstrating safe staff practice in the unit.

Aside from the ten years of NHS expertise, Sophie has three years of experience in customer-facing commercial roles with a heavy focus on customer experience and HR management. Sophie did this to diversify her professional portfolio and capabilities, to provide more scope to explore healthcare in a commercial and corporate setting.

Sophie began this commercial chapter at DCA, a virtual GP company which aimed to link primary and secondary care. Here she worked closely with the Product, Data, and Clinical teams in the build-up to the CQC audit of the company. Some of her main responsibilities included ensuring that all staff members and clinicians were trained adequately and were compliant with GDPR, Patient Safety, safeguarding fundamentals, and Clinical Governance whilst assisting in the creation of the company safety policies. During her time with DCA, she also contributed to product development by raising safeguarding issues missed in their downtime policies. At DCA her contributions to the company were recognised with a certificate of excellence due to her assistance in getting the company CQC compliant.

After this Sophie went on to work in a client facing role within the services and hospitality industry, this meant exposure to finances, attention to detail and cost saving became a fundamental skill. Sophie account managed over 30 cocktail bars and restaurants independently. This role meant Sophie needed to have effective dispute resolution and problem-solving abilities. She refined her communication skills, ability to work well under pressure whilst managing multiple contracts simultaneously in this role. She was also required to adeptly prioritise workloads to ensure smooth running of the service. She proactively anticipated client needs by building long term plans to manage expectations of the operational and service requirements of the companies. She effectively presented in senior leadership/board meetings, ensuring updates and changes were executed in a timely manner. She was responsible for the budget management, financial planning, quotation creation and operational management of services.

Sophie then made a move back to the clinical setting by taking a role as a team leader in a covid department. Sophie was keen to return to a clinical role due to her deep knowledge of healthcare and goal setting perspectives as well as the creativity needed for this, but also what she was most passionate about. Sophie understands that in clinical setting you require the skill to think on your feet and have the courage in your convictions to make difficult decisions with and to be the best advocate for your client.

Sophie thrived in the leadership roles both empowering her teams to improve and strive for excellence by refining their time management, attention to detail and overall confidence with a focus on staff development and further learning. She learnt key management techniques around team motivation, confrontation, and the ability to think flexibly and problem solve, but most importantly how to actively reflect in order to improve. Skills which underpin Sophie's ability to manage an MDT and support worker packages.

Sophie now works as a clinical case manager with both adults and children as part of her caseload. As part of her role as a Case Manager, Sophie has been responsible for overseeing cases with both statutory and private MDTs. She has been involved in safeguarding meetings and in raising safeguarding concerns for a protected child. In addition, Sophie has been involved in working closely with schools and in one case challenging the EHCP to ensure the needs of the child have been met. Sophie's current caseload includes a package which requires the management of a 8-person support worker package, so she is experienced with inducting new staff members sensitively to meet the needs of the families she works with.

Overall, Sophie's diverse background makes her rapidly adaptable to new challenges and circumstances which makes working in different working environments and with a diverse caseload seamless. It enables her to be successful in the range of duties required of a case manager. Sophie has strong people, organisational and teamworking skills and always goes above and beyond for her clients. She has a key attention to detail and is highly responsive. She is both trustworthy and personable making her easy to communicate with. Sophie has personal experience of a family member with complex needs enabling her to retain empathy and continue to support those she works with and their family members.