

DAWN MILES RN

Case Manager

01626 770729

info@westcountrycasemanagement.co.uk

www.westcountrycasemanagement.co.uk



INTEGRITY • COMPASSION • PROFESSIONALISM • COLLABORATION • QUALITY • SUSTAINABILITY

SPECIALISMS:

- ⦿ Litigation Trained
- ⦿ Brain Injury
- ⦿ Managing Care Teams
- ⦿ Complex Conditions
- ⦿ Neurological Rehabilitation
- ⦿ Mental Health
- ⦿ Complex Manual Handling
- ⦿ Behavioural Management
- ⦿ Pain Management

DAWN SAYS:

“Working as a case manager enables me to utilise the main driving forces which led me to choose nursing as a career pathway. That is to always work holistically with clients, supporting and enabling them to face their challenges with compassion and integrity at the core of my work.”

BIOGRAPHY

Dawn is a Nursing and Midwifery Council Registered Nurse and case manager with expertise in managing a wide range of conditions, particularly brain injury, complex disability, social difficulties, and cerebral palsy. She possesses extensive knowledge and practical experience in her field and is driven by a strong passion for her work.

Collaboration is at the core of Dawn's approach as a case manager. She believes in working closely with clients, their families, and other professionals to ensure the best possible outcomes for each individual.

Supporting her case management skills, Dawn has great leadership experience, especially in leading teams of nurses and support workers in the community setting. Her extensive experience enables her to demonstrate provision of effective and person-centred care. Her knowledge concerning regulatory matters and safeguarding issues is a powerful tool in her armoury.

Throughout her 32 year nursing career, Dawn has demonstrated her expert clinical abilities in tracheostomy care, ventilation, wound care management, and bladder and bowel care. She has worked as a trainer for organisations on these subjects in the past, developing teaching programs and delivering education, indicating her expertise in managing complex medical needs in diverse settings.

Her other specialised skills are evident in terms of her ability to mediate concerns and build trust between professionals and families. She believes that effective listening and communication, coupled with adherence to clinical guidelines, ethics, and legislation, are crucial in fostering trust and confidence in these situations.



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Dawn has a comprehensive understanding of a wide variety of many aspects of health and social care, her commitment to delivering high-quality patient care and the ability to work with clients with complex health conditions in their homes highlights her adaptability and versatility.

Her commitment to training, the development of care pathways, and involvement in policy creation underscores her dedication to continuous improvement within healthcare organisations. Her familiarity with CQC standards and great experience further strengthens her administrative and managerial capabilities.

Dawn is a dedicated, results-oriented practitioner with excellent communication and organisational skills. Her hands-on approach, focus on high standards, and ability to work independently while still being a team player are valuable qualities in the case management field.