



Tracey Chamberlain

Nurse Case Manager

PROFESSIONAL QUALIFICATIONS

- Diploma of Nursing
- BSc (Hons) Health Sciences

CURRENT MEMBERSHIPS

- NMC
- BABICM
- RCN

GEOGRAPHICAL COVER

- East & West Midlands
- Gloucestershire
- Wiltshire
- London



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SNAP SHOT

Tracey has been a qualified nurse for 30 years. Her experience includes working as a Clinical Manager in the community for people with spinal cord injuries and acquired complex conditions. Throughout her career she has supported people with the management of their complex clinical needs. She won a national company award for kindness and honesty, whilst working with this client group. Tracey has extensive experience of operational management. She has also spent 8 years sitting as a registrant panel member on the NMC's Fitness to Practice Committee.

SPECIALIST AREAS

- Adults, adolescents and paediatrics
- Spinal cord injury
- Acquired brain injury
- Complex care needs
- Ventilator and tracheostomy management
- Management of support worker teams
- Clinical competencies in complex care
- Liaising with community teams



EXPERIENCE

Tracey started work as a care assistant at the age of 16 and then went to work as a nursing auxiliary in the local hospital. She started her nurse training at the age of 21. Tracey initially worked in the NHS with patients who had gastroenterological concerns brought on by drug and alcohol abuse and addiction. She then moved to work with patients with respiratory conditions. Many of Tracey's clients, in both of these groups, were young adults and Tracey was able to work with them to ensure that they received good quality care and when she was working with addicts, she was able to advocate for the best care possible and had really positive relationships with the patient, family and whole multi-disciplinary team (MDT).

Tracey secured a fixed term contract working on the district in the NHS as a community nurse. Although working as part of a wider team, Tracey was allocated her own caseload daily and was responsible for community visits, liaising with other health care professionals, identifying clinical, psychological, environmental and social concerns alongside assessing individual needs. She also worked as an informal mentor to student nurses who were on their community placement and learnt a lot from them as their knowledge was so up to date. Tracey continues to work with others to share knowledge and develop her own skills.

In 2021, Tracey moved back to the private sector to work with clients who had an acquired brain injury, a spinal cord injury, or a variety of complex care needs. It was with this company that she won a national award for kindness and honesty. Tracey has a passion for direct client care and through good communication, she is able to work with her clients to fully understand not only what they need but what they want and value. Out of her caseload of over 20 clients, Tracey managed the clinical care for 3 clients who had a tracheostomy and were ventilated. These clients had up to 13 additional clinical competencies that Tracey had to ensure the care team were able to manage; ensuring the carers were clinically competent. Within her entire caseload she had oversight of the clinical care plans both writing and reviewing these to maximise her clients participation in their care and support. Tracey was responsible for line managing the support teams to deliver best practice for all her clients.

She also held regular reviews with clients and identified what was going well and what was not going so well. She would then work with the care manager to put any concerns right. Tracey participated in CHC reviews with the care manager and supported the care manager in their role.

Tracey assisted with teaching neurological bowel management, bowel and bladder care including catheterisation. Tracey developed her learning to become very knowledgeable about autonomic dysreflexia and the causes and impact that this can have on the client and how to identify and treat this. She was able to pass this knowledge on to others. Tracey was always up to date with her paperwork and reports.

Tracey is now working as a case manager for adults, children and adolescents with brain injuries, spinal cord injury and complex conditions. Tracey has extensive experience of liaising with professionals and family members to achieve the best outcomes for her clients. She is a champion of giving people a voice and works hard to ensure that their needs are always the focus of any discussion, and that her clients' best interests are at the forefront of any decision making. This allows her to work in partnership with her clients to formulate suitable care plans and set realistic goals. Tracey establishes excellent relationships with the multi-disciplinary teams she works with and is approachable and personable. She has a can-do attitude and works with the whole team to encourage her clients to achieve their full potential. Tracey understands that working with a client within their own home and environment is very different to nursing in a communal/hospital setting and will always put the client at the centre of their care.