



Yahaira Ribeiro

Complex Case Manager (Nurse)

PROFESSIONAL QUALIFICATIONS

- Intensive Care Trained
- BSc Adult Nursing
- MSc Management in Health and Social Care
- Level 3 Award in Education

CURRENT MEMBERSHIPS

- NMC
- BABICM
- RCN

GEOGRAPHICAL COVER

- South West England
- Midlands
- North and Central London



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SNAP SHOT

Highly experienced Registered Nurse, specialising in the coordination and delivery of complex care for both adults and paediatrics. Proven expertise in assessing client needs, developing personalised care plans, and managing multidisciplinary input to ensure safe, effective, and compassionate care. Skilled in identifying rehabilitation requirements and coordinating complex rehabilitation and care packages from hospital discharge to home setup.

SPECIALIST AREAS

- Spinal cord injury
- Adults/paediatrics
- Acquired brain injury
- Learning disabilities
- Identification of rehabilitation requirements
- Co-Ordination of complex rehabilitation packages
- Set up and discharge co-ordination of complex care packages
- Neurological conditions



EXPERIENCE

Yahaira's journey into healthcare began with a clear purpose: to deliver care that not only meets the highest clinical standards but also respects the individual behind every diagnosis. Her career, rooted in deep compassion and unwavering professionalism, reflects a continual evolution from hands-on clinical nursing to strategic leadership roles within complex healthcare systems.

Yahaira started her professional journey at the University of Bedfordshire, where she earned her BSc in Nursing, followed by an MSc in Health and Social Care Management from Oxford Brookes University—a clear sign of her intent to blend clinical expertise with leadership and system-level thinking.

Her early clinical foundations were built in some of the UK's most demanding environments, including the Hyper Acute Stroke Unit at John Radcliffe Hospital, where she developed her ability to think quickly, act decisively, and provide life-saving interventions. She then transitioned to the Intensive Care Unit at Royal Berkshire Hospital, where she cared for critically ill patients, managing complex conditions with precision and empathy, all while mentoring junior staff and upholding the highest standards of infection control and patient safety.

Yahaira's passion for rehabilitation and personalised care found deeper expression when she became Deputy Manager of the Neurorehabilitation Ward at Circle Hospital. There, she led multidisciplinary teams, implemented rota restructuring to reduce agency dependency, and ensured that each patient's recovery journey was carefully guided. Her leadership was instrumental in optimising resource allocation and staff utilisation, showcasing her ability to think strategically while maintaining hands-on clinical involvement.

Her transition into Clinical Case Management with Active Assistance marked a pivotal move into the private sector. Yahaira assumed full ownership of her caseloads, collaborating with commercial teams, conducting thorough needs and risk assessments, and crafting tailored care plans—all while ensuring regulatory compliance. This role laid the groundwork for her enduring focus on complex care, rehabilitation planning, and care package coordination.

Yahaira continued to expand her leadership footprint as a Clinical Lead at Acacium Group, overseeing both complex care and supported discharge services. She was not only responsible for clinical governance and service delivery but also played a key role in digital transformation—moving systems from paper to digital, streamlining operations, and enhancing patient record accuracy. She developed educational materials, delivered teaching sessions, and consistently pushed for better clinical outcomes and team capability.

Later, as Senior Clinical Lead at Direct Healthcare, Yahaira's role became more strategic. She led Registered Managers and Clinical Leads, ensured compliance with safeguarding and CQC standards, and championed quality assurance across services. Her role demanded both vision and precision—ensuring not just day-to-day quality but also shaping long-term improvements in care delivery.

As a Clinical Nurse Educator, Yahaira continues to combine education, mentorship, and clinical acumen to support the growth of healthcare teams and the safety of care environments.

Throughout her journey, Yahaira has developed specialist expertise in spinal cord injuries, acquired brain injuries, neurological conditions, learning disabilities, and both adult and paediatric care. She excels in identifying rehabilitation needs, setting up and managing complex care and rehabilitation packages, and leading discharge planning to ensure seamless transitions across care settings.