



Name	<b>Catherine Baker</b>
Position	Associate Case Manager
Qualifications	Registered General Nurse NMC ENB 100 Intensive Care
Memberships	BABICM CMSUK

Catherine is a registered nurse and joined Kindred Community with 26 years' experience working in the NHS. She worked as an intensive care nurse for 19 years, and for the last 7 years as a complex case manager and lead nurse for a complex case management team.

In her role as an intensive care nurse Catherine gained vast knowledge and experience nursing those with a wide range of complex needs, who had either sustained life changing injuries or living with long term health conditions. She has applied these skills as a Case Manager to support her clients living in the community.

Catherine's role is to provide person centred case management, working closely with her clients and families. From facilitating a safe discharge from hospital, through to enabling them to live as independently as possible and achieving their goals and ambitions. She liaises with the MDT, and coordinates referrals and community services using a collaborative approach.

Catherine is experienced in working with clients with a range of complex needs including tracheostomy, invasive and non-ventilation, spinal cord injury and traumatic/acquired brain injury.

She values the importance of person-centred care and building strong working relationships with her clients. She strives towards ensuring individuals achieve their best possible health and wellbeing outcomes.

With her experience and knowledge of complex health issues, Catherine is adept at completing comprehensive assessments, evaluating client needs, implementing safe and cost-effective care and support in either the client's own home or residential setting, identifying and mitigating risks, contingency planning, and setting up and working within personal health budgets.

As a registered nurse Catherine adheres to the NMC Code of Conduct.

### **Specialist areas/skills include:**

- Working with clients with complex clinical needs.
- Clinical decision making.
- Assessing and implementing safe and effective care provision.
- Completing comprehensive person-centred assessment of needs.
- Identifying, setting, measuring goals and objectives to achieve the best possible outcomes.
- Identifying and mitigating risk.
- Effective problem-solving skills.
- Contingency planning.
- Working with Personal Health Budgets.
- Collaborative working.
- Crisis management.