



Name	<b>Nicola Waters</b>
Position	Associate Case Manager
Qualifications	Registered General Nurse NMC Diploma in Nursing Studies
Memberships	BABICM

Nicola qualified as a Registered Nurse in 1996 from Kings College, London, where she was awarded the Directors Prize for Clinical Excellence. She has worked in a variety of clinical settings, including acute and community nursing, tissue viability and the national blood service, gaining a wealth of experience and transferable skills.

Since 2018, Nicola has worked as a Case Manager in an NHS Complex Case Management Team, case managing clients with complex health and social needs - including spinal cord injury, acquired brain injury, motor neurone disease, Parkinson's disease, multiple sclerosis, tracheostomy, and invasive/non invasive ventilation.

Nicola is adept at liaising with clients, families and their representatives to ensure care and support provision is person-centred. With her extensive experience and knowledge, Nicola is also able to complete comprehensive assessments of needs and detailed written reports.

Nicola adheres to the NMC code of conduct. She is compliant with the Mental Capacity Act & GDPR and has a good understanding of DOLs. Nicola maintains regular training within her field.

She strives to deliver the best possible support to clients, through a client-centred, evidence-based approach. Applying her experience and knowledge to effectively manage her case load, ensuring clients needs are at the centre of any process, and delivering a collaborative working approach between service providers to ensure and improve client experience, safety, and health outcomes.

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

- Identifying and assessing risk.
- Identifying, setting and measuring goals and objectives to achieve the best possible outcomes for clients.
- Assessing and implementing safe and effective care provision.
- Contingency planning.
- Collaborative, multi-agency working.
- Clinical decision making.
- Facilitating and coordinating multidisciplinary assessments, meetings and professionals meetings.

### **Additional professional qualifications:**

- Advanced tissue viability modalities Level 3
- Research and development Level 3
- Managing learning through mentorship Level 3
- Clinical management of problem wounds Level 3