



Rachel Cromack
Nurse Case Manager

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Base: Stockton-on-Tees, County Durham

Professional Qualifications

Advanced Diploma in Nursing (Child) (2000)

Advanced Diploma in Practice Development – Paediatric Intensive Care (2007)

BSc Hons Practice Innovation (Child and Family Care) (2015)

Advanced Paediatric Life Support Provider (APLS)

Memberships

NMC Registered – PIN 9712965E

Unison

British Association of Brain Injury Case Managers (BABICM) – 6958

Current position

Nurse Case Manager, A Chance for Life Ltd.

I draw on my vast experience to fulfil the following duties:

- Carry out assessments, prepare Case Management reports and costs.
- Source therapists, and coordinate multi-disciplinary teams and rehabilitation programmes.
- Work alongside education teams and statutory services.
- Work alongside litigation solicitors and financial deputies within the medico-legal field.
- Work with Clients who are both pre- and post- litigation.
- Work collaboratively with Clients and their families to tailor support and rehabilitation programmes to meet individual complex needs.
- Deliver training on Medication Administration, Epilepsy Awareness, Buccal Midazolam administration and bowel care to clinical and support staff.

Summary

I qualified as a registered Paediatric Nurse in September 2000, and worked within the NHS for the majority of my career on a busy children's medical ward, and in a Paediatric Intensive Care Unit (PICU) initially as a Staff Nurse, then as a Sister. I have also worked in a number of community settings with both adults and children with complex healthcare needs for private sector companies. During my career, I have looked after children, young people and adults with a wide variety of conditions including traumatic brain and spinal injuries, neuromuscular conditions, acute and long term ventilation, tracheostomies, spinal surgery, epilepsy, asthma and diabetes. As an Advanced Paediatric Life Support (APLS) provider I carried the arrest bleep for paediatric trauma and cardiac arrest calls. This meant that I was able to look after the patients that sustained life-threatening and life-changing injuries and illness from arriving in the emergency room throughout their hospital stay and to discharge home. I worked closely with a vast multi-disciplinary team including medical staff, physiotherapists, social workers, OT's, GP's, dieticians, care packages, CCG's, play therapists, radiographers and many more to ensure holistic and thorough care was planned and delivered to the patient and their families to ensure a successful discharge was achieved. I worked with many children and young people who had very complex health needs and required home care packages and I had a strong interest in this area so was heavily involved in establishing these during their hospital stay. My care is always patient and family focussed, always taking an empathetic and holistic approach to the planning and delivery of care, and I strive to achieve the best possible outcomes for my patients and their families.

Clinical Experience

- Nursing care for paediatric and adult patients in hospital and community settings with a wide range of clinical needs including traumatic brain and spinal injuries.
 - Invasive and Non-invasive Ventilation/ Life Support
 - Tracheostomies, Gastrostomies and PEG's, Catheters, Central Lines, venous and arterial access devices.
 - Venepuncture and cannulation.
 - Complex Medication Calculation/ Administration
 - Manual Handling, Pressure Area Care, Infection Control, Level 3+ Safeguarding
 - Various Medical Equipment Experience
 - Multidisciplinary Team Meetings and Discharge Planning Meetings
 - Named Nurse for Long Term Patients Co-ordinating Care with MDT.
 - End of life/ Palliative Care Support
 - Experience of Setting up, Training and Supporting Community Care Packages prior to discharge into the community.
 - Research trials
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Professional Pathway

- 2021 – present Nurse Case Manager, A Chance for Life Ltd.
 - 2020-2021 Research Home Trial Support Nurse, Medical Research Network.
 - 2020-2021 Research Home Trial Support Nurse, Rumax Ltd
 - 2020-2021 Specialist Nurse, Thornbury Community Nursing Services (ad-hoc shifts)
 - 2003-2021 Sister, Paediatric Intensive Care Unit, The James Cook University Hospital, Middlesbrough.
 - 2000-2003 Staff Nurse, Children's Ward, The James Cook University Hospital, Middlesbrough.
 - 1997-2000 Student Nurse, Teesside University, Middlesbrough.
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Continued Professional Development:

- Complex decision-making in mental capacity practice; The Brain Injury Social Work Group (BISWG), April, 2022.
- Train the Trainer courses in Medication and Epilepsy training. (Oct, 2021)
- General Data Protection Regulations (GDPR) training
- Safeguarding and Mental Capacity Act Awareness training
- CMSUK Introduction to Paediatric Case Management, June 2021.
- The Role of the Case Manager in the Litigation Process, The Brain Injury Group, June 2021.
- The Early Litigation Journey from The Rehabilitation Code to Expert Evidence. (Irwin Mitchell Webinar, May 2021)
- Complexities of serious injury – Irwin Mitchell webinar (May 2021)
- Seeing Brain Injury Clearly (BABICM, May 2021)
- Chronic Pain, Diagnosis and Management – Irwin Mitchell webinar (April, 2021)
- Headway fatigue training
- Assessments: Discussing the challenges for people with brain injury (Irwin Mitchell webinar, May 2021)
- Mental Health Act or Mental Capacity Act? The right approach for Autistic people and people with learning disabilities detained in assessment and treatment units. (May 2021)
- CMSUK Introduction to Case Management
- Understanding the impact ABI and hidden disability on community participation – BABICM (April 2021)