



FAYE HAMMOND  
CONSULTANCY  
Care, Quantum and Case Management

## PROFESSIONAL BACKGROUND AND EXPERIENCE

Martin Fryer

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Martin spent 30 years in the motor industry from 1987 until 2017, where he progressed from apprentice to supervisor and then to In-Centre Trainer to Manager. He undertook management and supervision for the staff and was responsible for delivering all of their training needs. Gaining valuable experience during this time he thoroughly enjoyed the teaching and training aspect of the role. He also enjoyed the challenge of managing a team and supporting the members in their career progression. The role included being responsible for a variety of staff, all with different skill mix and educational backgrounds. He was required to adapt his management and teaching styles to ensure all staff were supported equally and within their specialist area. This also required him to maintain and update his own skills base and attend training for my own professional development. This variety in his day-to-day work was rewarding and challenging and has ultimately become a useful tool enabling him to adapt to working with staff in many settings.

After 30 years and a major change in personal circumstances, Martin decided to take a new direction in his career and to utilise his strong communication, teaching and liaison skills along with kind nature, to go into the caring profession.

Martin started working for Bluebird care in June 2017. The move into the care sector was an interesting and rewarding one which he immediately felt at ease with. He enjoyed working with clients with a range of medical and learning disabilities and supporting them to enjoy a happy and meaningful level of activity and pleasurable experiences. In a very short time, he learnt additional communication skills, had training and experience of thalidomide injury and other disabilities, including Alzheimer's and Dementia, including training in speech therapy. He has gone on to undergo training in how to safely administer medication on behalf of clients, how to provide personal care and document all changes to care and medical needs. He is familiar with the Care Quality Commission guidance regarding safe, effective, caring, responsive and well-led standards and has been able to evidence these within his day-to-day work. Martin receives regular supervision from the manager and holds the care certificate qualification.

As a carer, he has been a team leader for a client managing not only his day-to-day care and activities but also in planning holidays, working with the wider MDT and reviewing his medical management has attended several best interest decision meetings, and works closely with case managers to ensure the client is well supported. He is familiar with the role of the case manager

and has been interested in the additional wider aspects this role affords the clients who have access to case management provision. Martin has supported clients with Motability vehicle access, housing adaptations and equipment procurement and has been heavily involved in the planning and development to many care planning elements for the same client.

In April 2020, Martin joined Faye Hammond Consultancy in a case manager assistant role. He also continued in a self-employed carer position and enjoyed the mixture of the two elements of work. Given Martins interest and focus on care and carers training, he then progressed to become Regional Team Leader for Faye Hammond Consultancy in 2021. He now supports all the current care packages and support teams throughout the company. He also provided much needed hands on care cover as part of the contingency planning throughout the Covid 19 Pandemic. Martin continues to work directly within the Complex Care branch of the business and regularly supports in MDT's and litigation meetings to evidence the needs of the clients from a first hand perspective of what is and is not achievable. Martin has a 'can do' attitude and enjoys working alongside the therapists to ensure the clients rehabilitation programme is bespoke and seamlessly included within their daily activity to ensure optimal achievement and attainment. Martin has attended training through headway and regularly updates his training courses for both general mandatory course and those more specific to each client.

In my spare time he relishes the great outdoors and outside activities, enjoying city breaks and weekends away. He is a keen runner and a regular on the local Park run circuit. Martin is a sociable positive character who enjoys meeting new people as well as attending meals out with his close friends and family.