



F A Y E H A M M O N D
C O N S U L T A N C Y
Care, Quantum and Case Management

PROFESSIONAL BACKGROUND AND EXPERIENCE

Sue Shorttle

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Sue is a Registered General Nurse, who has built up an extensive knowledge and skills base since qualifying as an RGN in 1997 and being a State Enrolled Nurse prior to that from the early 1980's. Along with Sue's nursing qualifications she also holds qualifications including NVQ level 5 in management, Safeguarding level 4 qualification, medication qualifications and a PTTLS (Preparing to Teach in Lifelong Learning) level 4.

Sue started her career in Queen Mary's hospital where she worked as a nurse on the ENT and orthopaedic ward for children ages 1 to 16, eventually being promoted to a Senior Enrolled Nurse. Sue continued to work in the hospital as a nurse, working in various areas of the hospital but mainly General Medical, HDU, short stay and endoscopy.

In the early 2000's, Sue worked as a deputy branch manager for an agency, including in various areas including the hospital, EMI and nursing homes. Following on from this, Sue moved to another agency, where she would thrive and become a Regional Continuing Care Senior team leader. This included a vast range of responsibilities, some of which included Health and Safety update trainer, performing risk assessments, compiling MAR charts and working with social services and case management companies.

Sue continued within this sector, where she would be the manager and Head of Care in several care homes. Sue would continue to work for care agencies for the next decade, fulfilling a vast range of impressive job roles, which included Clinical Lead, Branch Manager and Clinical Nurse Manager.

Sue has worked with clients of all ages and with multiple injury and diagnosis including but not limited to, amputation, orthopaedic polytrauma, spinal injuries, brain injury, birth injury, Thalidomide, cerebral palsy, learning disabilities and elderly later life care.

Sue started with Faye Hammond Consultancy in April 2024, under the position of Case Manager. Sue fits in as a case manager at FHC incredibly well due to her immense experience throughout her



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career. She has insightful knowledge and experience to bring to the team, which will allow Faye Hammond Consultancy to grow and thrive with extra experience within the company.

Case management will be a new role for Sue, however all elements of her previous experience has involved informal case management processes. She has worked alongside case managers and has a full understanding of the position. Sue has held responsibilities for assessing the needs of the client, developing a strong case plan, locating resources for the client as seen appropriate and overall securing high levels of patient care where needed.