FAYE HAMMOND CONSULTANCY
Care, Quantum and Case Management

PROFESSIONAL BACKGROUND AND EXPERIENCE

Natalie Ray – Registered Nurse

07563 269881

natalie@fhconsult.co.uk

Natalie qualified as a nurse in 2000 and has built her career across multiple private and public healthcare settings, including paediatric A+E, Special Needs School Nursing, Palliative Care and Complex Care. She is trained in Tracheostomy Care, Gastrostomy Care, Seizure Management, Invasive and Non-Invasive Ventilation, Spinal Cord Injury Care, Acquired and Traumatic Brain Injury Care, Skeletal Injuries, Poly-Trauma Injuries and NG Tube Care. She has over 25 years of experience in the care sector and has highly attuned skills to support her clients.

Natalie has extensive experience working as a Case Manager and has been working in the area since 2012. She became the Registered Manager for SCP Complex Care in 2012 and carried out her duties in accordance with CQC regulations. She had her own case load of clients, wrote initial assessments, care plans, risk assessments, completed staff training and competencies. She would ensure the highest level of care was available to all her clients and was responsible for ensuring that all practices were safe, caring, responsive, effective and well-led. She has liaised with CCG's, Social Services and Solicitors in her career.

In Natalie's previous employment she worked as a Regional Manager for Complex Care, Registered Manager, Practice Facilitator, Continuing Care Senior Team Leader, Children's Community Nurse, Special Needs School Nurse and A+E Nurse. Her experience in the healthcare industry ranges from her first employment in 2000 at an agency until today in her current role at FHC (Faye Hammond Consultancy).

Throughout her career, Natalie has worked with and alongside verbal and non-verbal patients, people who have acquired and traumatic brain injuries, clients who have muscular and skeletal injuries, clients who have tracheostomies, gastrostomies, epilepsy, amputee clients and those who require ventilation. She has always had close contact with relatives and other professionals. She has regularly attended MDT (Multi-Disciplinary Teams) meetings and reacted to all actions that are required as a result for each individual person.

In her previous roles, Natalie has been responsible for developing policies and protocols for the company, developing clinical assessments, ensuring all paperwork is in place and has been responsible for following all CQC standards of practice. In her roles as a Registered Manager and Regional Manager, Natalie was responsible for all clinical assessments of her clients and ensured

that all complex care needs were met. Natalie has also been responsible for referrals to services such as Physiotherapists, Occupational Therapists, Psychologists and many other therapists. This has assisted her clients in their rehabilitation journey.

Since becoming a full time Case Manager, Natalie has worked with several clients who have varying needs. These include clients with ABI, TBI, Musculo-skeletal injuries, Thalidomide and Cerebral Palsy. Some of Natalie's accomplishments with her clients are arranging for a sensory garden for one of her clients, assisting a client to find a property and organising and helping him with moving home, arranging rehabilitation with OT's, physiotherapists and a residential rehabilitation stay for one of her clients who has severe Musculo-skeletal injuries as well as attending many meetings with solicitors, Deputies, psychologists and other professionals to ensure that all her clients have the best possible outcome after their injury.

As well as Natalie being a Registered Nurse she has built her portfolio of experience within her career. She has received an Advanced GNVQ Health and Social Care and a Level 5 NVQ in Leadership and Management.

Natalie is also currently training to be an Expert Witness.

Natalie is a member of the Nursing and Midwifery Council, the Royal College of Nursing and Case Management Society UK.