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|  |  | LOUISE HALLCOMPLEX CONDITIONS CASE MANAGERSNAPSHOTLouise is an experienced social worker with a background in complex conditions and mental health. In her role as a social worker Louise has developed an advanced knowledge of social work law and theory that is relevant and applicable to her case management role, including the Care Act, Mental Capacity Act, Mental Health Act, Human Rights Act and Data Protection. specialist areas

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| Acquired brain injury | ✔  |
| Complex conditions/substance use | ✔  |
| Mental health needs/learning disabilities | ✔  |
| Mental Capacity | ✔  |
| Safeguarding vulnerable adults | ✔  |
| Best Interests and DoLs assessor  | ✔  |
| Community care packages | ✔  |
| IDT working | ✔  |

 professional qualifications

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| BA hons social work (2012)Practice educator qualification (2016) |  |  |
| Best Interests Assessor (2018) |  |  |
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|  | current memberships |  |
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EXPERIENCE



**Social Worker, Liverpool City Council – February 2015 to PRESENT**

Louise has been a permanent member of staff at Liverpool City Council since 2015 and was initially part of the Older Person’s Team, working with over 65’s city wide. Following the restructure, she is now part of the Everton and Anfield Neighbourhood Team where she has been practicing as a generic social worker, working with adults over 18 years of age. As part of her role, she undertakes Care Act Assessments, determines eligibility for services, develops support plans and commissions services where required. Louise works with service users and their families from a range of backgrounds and with varying needs some of which include older people, those with mental health needs, learning disabilities, acquired brain injuries and substance misuse. She is a qualified practice educator and so support students through their placements.

Louise is required to complete Mental Capacity Assessment and undertake Best Interest decisions as part of her role and is also a Best Interests Assessor. She completes applications to the court of protection when needed and complete safeguarding enquiries on a regular basis.

**Agency Social Worker, Synergy – March 2013 to February 2015**

Louise has worked at several local authorities as an agency social worker which are detailed below:

**Liverpool City Council: 25/11/2013 – 04/02/2015**

Louise was employed as agency staff at Liverpool City council in the role as social worker and was a member of the Residential and Care Home Team. This team worked city wide in all care homes within Liverpool, completing reviews, investigating safeguarding concerns and working with health colleagues to determine Continuing Health Care eligibility. She worked in collaboration with care home managers to improve circumstances within the home, address safeguarding concerns and achieve better outcomes for residents.

**Blackpool Council: 30/09/2019 – 24/11/2013**

Louise was employed as an agency social worker in an adult’s team within Blackpool Council. She was responsible for carrying out assessments, support planning and implementation of services. She was also responsible for carrying out safeguarding enquiries which was her main role, conducting investigations to ensure vulnerable adults were protected from abuse and neglect.

**Sheffield Community Mental health Team: 25/03/2013 – 23/09/2013**

When newly qualified, Louise worked in Sheffield for 6 months as part of the Community Mental Health Team. During this time, she carried a case load supporting service users with their mental health needs. She was responsible for completing Continuing Health Care checklists and Decision Support Tools, completing safeguarding enquiries, assessments, support planning, commissioning services and working within deadlines stipulated by the Mental Health Act. Louise was required to work with the Multi-Disciplinary Team and ward staff to facilitate hospital discharges from those detained under the Mental Health Act.

She regularly assisted the AMHP (Approved Mental Health Practitioner) on duty and would undertake tasks such as liaising with bed management, arranging for the two doctors and AMHP to attend, updating the next of kin and arranging police and ambulance attendance. This was in response to a request for assessments under the Mental Health Act in order to detain people in hospital for treatment.

**Support Worker, ACE – February 2010 to March 2013**

Before qualifying as a social worker, Louise was a support worker with adults with learning disabilities. In this role she supported disabled adults to run social clubs and events for other disabled adults including several disco’s, arts and crafts club, movie club and to access the adapted bikes at the local park. She would promote daily life skills such as money handling, how to order food and drinks when out, road safety, how to use public transport safely and access any hobbies of interest.

**Support Worker, Raglin – March 2008 to February 2021**

Louise was a support worker within a supported living setting in the community, supporting four adults with learning disabilities. She would provide support in all aspects of daily living and the management of their tenancy.

**Domiciliary Care Worker, Lyndhurst Homecare – December 2003 to March 2008**

Due to personal family circumstances, Louise was not able to start her degree when leaving college and so she began work as a domiciliary carer. Louise thoroughly enjoyed this role and found that she had a passion to work with older people. She would support people in their own home with personal care, administering medication, meal preparation and any other tasks to support independence at home.

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