



JAYNE ROBERTS

CLINICAL CASE MANAGER - NURSE

SNAPSHOT

Jayne is a compassionate care award winner with over 30 years' experience in healthcare settings working with children and adults. As a qualified nurse Jayne spent several years managing packages of care in the community for people with complex healthcare issues. She excels in supporting clients and their families along their rehabilitation journey with a personal, bespoke, detailed, and organised approach.

CONTACT

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CURRENT MEMBERSHIPS

RCN (Royal College of Nursing)
NMC (Nursing & Midwifery Council)
BABICM (British Associations of Brain Injury Case Managers)

GEOGRAPHICAL
North West

SPECIALIST AREAS

- Adult & Paediatric ✓
- Learning Disability ✓
- Cerebral Palsy ✓
- Epilepsy ✓
- Spinal Cord Injury ✓
- Acquired Brain Injury ✓
- Community PEG, Tracheostomy & Ventilator Care ✓
- Palliative Care ✓
- Experienced Healthcare Trainer ✓

PROFESSIONAL QUALIFICATIONS

Bachelor of Nursing Degree, Edinburgh 2011
Napier University



EXPERIENCE

Jayne started as a carer when she was 16 years old and has over 30 years' experience within healthcare. She qualified as a nurse in 2011 and felt particularly drawn to community care rather than hospitals so that she could support her clients over time, allowing therapeutic relationships to grow. Jayne has supported children, young people and adults across her nursing career.

Jayne's first nursing role was in a care home in Jersey, where she learned about wound care, how to write care plans and manage a large array of conditions. She built excellent relationships with families and quickly became a trouble shooter, repairing and restoring confidence in the care home team. In her first year as a nurse, she also became the MRSA and Diabetes Link nurse.

Whilst in Jersey, Jayne also worked on a mental health ward caring for patients with end stage dementia and schizophrenia, where she learned about palliative and end of life care.

Jayne returned to the UK in 2013 and began district nursing in busy cities and rural areas, working with children, young people and adults. She received a wealth of positive feedback in relation to 'going the extra mile' and she adapted well to the autonomy of the role which she believes is so vital in community care and case management alike. Whilst developing her problem solving skills in this role she also developed her team working. Jayne became skilled and experienced in managing IDTs, ensuring that all her patients received the right input from the multidisciplinary and allied health professional team.

Working within Intermediate Care allowed Jayne to develop her competency in assessments within the community with a range of clients. This was a collaborative role which allowed Jayne to work closely with physiotherapists, community dietitians and occupational therapists in a wider team. She was able to see the benefits of a joint therapeutic approach to a patient's rehabilitation which allowed them to return home safely from hospital.

Jayne became a Nurse Advisor in a Learning Disability Care Home and Day Centre. She gained experience in managing complex epilepsy and improved the medication management system within the care home. Jayne learned about the importance of quality assurance and the role of auditing in the evaluation of care.

In 2018, Jayne joined a Community Diabetes Team supporting and educating patients with Type 2 Diabetes within their own homes. Here she delivered training sessions and saw patients in clinic. Again, working with dieticians, Jayne developed strong MDT relationships in order to bring about the best outcomes for her patients.

Jayne then went into Community Complex Care where she managed and worked within packages of care for clients within their own homes. She became a valued training resource for nurses and support workers. But it was her ability to troubleshoot issues within the packages and set up new care packages at short notice that won her employee of the month. With a normal lead time of six weeks, Jayne, on four separate occasions, safely set up packages of care within two weeks. Jayne thinks creatively and her fine attention to detail rewards her clients with the outcomes she achieves. Jayne worked in community care for a number of years supporting clients (children, young people and adults) and their families utilising a creative determination to ensure the very best care for those she works with.

Jayne is now using these skills in her role as a case manager with Tania Brown Ltd. She works with children, young people and adults with a range of healthcare issues including ABI/SCI and other complex conditions. She has brought her considerable experience in care packages to the understanding of how coordinating and managing this input can achieve the best outcomes for her clients. Jayne is passionate about working with clients on their individual goals to enable them to make rehabilitation gains and achieve their full potential. She enjoys promoting independence and is a dynamic nurse who will strive to find the best solution in any given situation.

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