



## CAROLE SAUNDERS

CASE MANAGER

Carole has 30 years' experience working as a neurological nurse, both in community rehabilitation and acute settings.

Until March 2021, Carole was Clinical Nurse Specialist for the Traumatic Brain Injury Service, ABMU, Morriston, where she had responsibility for initial assessments and was key worker for a portfolio of clients. Her knowledge and experience of the full range of difficulties experienced by survivors and their families means she is able to develop individualised, goal-oriented rehabilitation plans that help improve wellbeing and encourage meaningful, productive lives. However, she understands the need for these plans to be both creative and flexible, changing the pace, priorities and methods as and when required to keep the client engaged and moving forward.

Whilst Carole is happy working independently, she enjoys being part of a multi-disciplinary team, recognising the value of liaising across disciplines and the importance of effective coordination and communication. Alongside her many years of clinical leadership experience, she has held several roles that involve the day to day management and training of staff.

Carole believes in the importance of supporting and educating both the survivor and their family, using her excellent communication skills and ability to build a rapport to great advantage. Keeping the client at the centre and ensuring they are involved in directing their own rehabilitation and care at every step is essential to maximising potential and is at the heart of Carole's practice.

Prior to her latest role, in 2008, Carole became Stroke Clinical Nurse Specialist for the Swansea area, playing an instrumental part in service improvement. Worthy of note is the development and piloting of a cost neutral follow-up clinic for stroke survivors and the introduction of an improved thrombolysis pathway at Morriston Hospital. These achievements were recognised at the Welsh Health Improvement Awards and led to Carole presenting at the National Stroke Forum. Within this role, Carole was responsible for the preparation of reports and presenting to the Health Board and delivering Stroke awareness sessions to nursing colleagues in the community.

Carole is a pro-active Case Manager who has experience of liaising with multiple agencies and advocating successfully on behalf of the clients. Carole forms positive, working relationships with professionals and clients alike, and does not shy away from difficult conversations or dealing with potentially contentious situations.

Carole's career began in 1980. Her role on qualifying was as a staff nurse working with patients with moderate to severe brain injuries on the Neurosurgical Ward at Addenbrookes, followed by six years on B4 Neuro at UHW, Cardiff.

In 1988, after a move to Swansea, Carole worked for 9 years, the last 3 as Matron, in a nursing home that provided care for young adults and the elderly, with a wide range of life changing conditions, including Huntingdon's, MS, Parkinson's, TBI and Stroke. Here, Carole championed the ethos of creating a home from home environment and encouraging social integration with the local community whenever possible. Carole returned to the NHS in 1997 and worked as a staff nurse on an elderly care rehabilitation ward in Llanelli. In 2005 she moved to Hill House Hospital in Swansea as a staff nurse on a similar ward and was very quickly promoted to Clinical Lead of the Stroke Rehabilitation ward, going on to gain a BSc(N) in 2007.

Carole lives just outside Swansea with her family and enjoys socialising and travelling, particularly in rural Spain.

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## KEY SKILLS

- 30 years' experience of working with ABI survivors
- Stroke and Neurological conditions
- Experience of acute and rehabilitation settings
- Assessment
- Report writing
- Family support
- Friendly and approachable
- Ability to have difficult conversations whilst maintaining rapport with relatives
- Goal setting
- Coordinating an MDT
- Knowledge of CHC and Local Authority funding
- Leadership and management
- Training and presentation skills
- Multi-disciplinary and inter-agency working
- Excellent communication skills

## QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS

- BSc (N)
- RGN
- BABICM