



CARL JOY

NURSE CASE MANAGER

Carl qualified as a paediatric nurse in 2004. During his career he has worked in a variety of settings including Stoke Mandeville, Children's Hospice, South West and the Bristol Royal Hospital for Children. He has experience of several roles including Lead Nurse for Paediatric Palliative Care and Bereavement Support, Practice Educator and Head of Care. Throughout his career, Carl has worked with adults and children with complex needs including ABI, SCI, Birth Injury, Learning Disabilities and ASD.

Prior to joining CMC, Carl worked as a Clinical Lead for Libertatem Healthcare, an independent provider of complex care packages for children and adults. In this role he was responsible for a mixed portfolio of clients whose care needs he assessed and monitored whilst also recruiting and managing the care team.

Carl has a dual role at CMC that involves providing clinical support to the case management team, support worker training/competency assessment, alongside managing his own small portfolio of clients.

Carl has a calm demeanour that inspires confidence in clients, families and other professionals. He is empathetic and able to deal with potentially distressing or challenging situations with great sensitivity.

His previous roles in Quality and Compliance and as Head of Care, mean that he confidently takes a creative and flexible approach to risk assessment, empowering clients to fulfil their potential and maximise independence.

Carl is an organised individual with excellent communication skills that enable him to build and maintain relationships with families, legal professionals and therapy/medical professionals. He works collaboratively and in a person-centred way but importantly is also happy to lead and make difficult decisions.

KEY SKILLS

- Ability to build and maintain positive relationships with challenging clients and their families
- Clinical skills trainer and competency assessor
- Excellent listening skills and emotionally resilient
- 20 years post qualification experience working with children and adults with complex needs
- Care assessment, monitoring and review
- Leadership and management skills
- Leading multi-disciplinary teams and involving the client and their family throughout

QUALIFICATIONS, REGISTRATIONS AND MEMBERSHIPS

- Diploma of HE – Children’s Nursing
- Registered with the Nursing and Midwifery Council
- Member of the RCN
- Level 2 Cert in Palliative Care
- Level 3 Teaching and Assessing in Practice
- Train the Trainer Masterclass
- Level 2 H & S in the Workplace
- Member of BABICM