



Clare Cound

clare.cound@bridgecm.co.uk

Bridge Case Management

Unit 1 Primrose Hill

Buttercrambe Road, Stamford Bridge

York YO41 1AW

01759 372222

www.bridgecasemanagement.co.uk

Throughout my thirty year nursing career I have been drawn to working in demanding, ever changing environments. This has enabled me to develop skills that have allowed me to continuously demonstrate a calm and supportive approach when working under pressure and a confidence working well within a multidisciplinary team, but also relishing acting on my own initiative as a manager, ensuring high levels of safe and effective patient centred care is provided at all times.

The knowledge and skills gained as a Nurse Advisor within the busy and pressurised environment of the Clinical Contact Centre, coupled with the invaluable and transferable management and nursing skills, has enabled me to develop the essential attributes required to safely assess and advise the general public accessing NHS Direct Wales (NHSDW), Welsh Ambulance Trust (WAST) on the most appropriate and safest outcomes to meet a plethora of general health, mental health and social care needs. Within this is required a high level of responsibility, critical thinking and analytical prowess.

I have an eye for detail, excellent communication skills, and many years of experience managing complex and urgent situations over the telephone. I am relishing the opportunity to work with clients over a longer period of time, and working throughout their rehabilitation to a successful outcome.

Employment History

Current

Case Manager - Bridge Case Management Ltd

Responsible for case load of multi trauma clients. Assessment and implementation of rehabilitation needs. Identifying and agreeing suitable goals with clients and their families. Organising and coordinating appropriate therapy.

October 2001 –
May 2015

Nurse Advisor (Band 6), Welsh Ambulance Services Trust (WAST) Cwmbran

Kept accurate records, including assessment and advice regarding care using the Clinical Assessment System Software. Educated callers in the correct use of primary care, emergency services and other health or social care organisations. Actively audited team, participated in development and implementation of audit and evaluation techniques and processes to ensure a high quality delivery. Assumed operational responsibility for the management of the NHS Direct Wales aspect of WAST over a period of duty, managing service demand, ensuring the clinical safety of callers and liaising with other health care professionals. Promoted collaborative working relationships and effective communication between all members of the multidisciplinary team across all sites throughout Wales.

August 2000 –
October 2001

Nurse Advisor (Band 6) Walk in Centre. Sheffield NHS Trust

Duties and responsibilities very similar to those in role at WAST, primary difference being that assessments were carried out face to face. Walk in

centres were a new initiative at the time, and was the first of its kind in England. Participated in the set-up of this new service, in a hospital setting. Demonstrated exemplary standards of nursing care in accordance with regularly updated research and evidence based practice.

1993 – 2000 **Sister (Band 6) Surgical (ENT and Plastic Surgery) Sheffield Children’s Hospital Trust**

Responsible for the clinical management of children and their families within the surgical ward. Supported senior nursing team clinically, ensuring the implementation and management of quality assured standards of care by the effective and efficient management of finite resources. Actively participated in the monitoring and auditing of nursing standards.

1992 – 1993 **Acting Sister Out Patients Department. Sheffield Children’s Hospital Band 6.**

Opportunity to cover sister post while the department underwent a transitional phase of development. Maintained a high standard of customer care and patient experience to attain satisfaction. Auditing patient and family questionnaires and using this information for quality assurance.

1990 – 1992 **Staff Nurse (Band 5) ENT and Plastic Surgery. Sheffield Children’s Hospital Trust.**

Rotational post involving experience in general surgery and paediatric medicine.

1989 – 1990 **Staff Nurse (Band 5) General Paediatrics. Westminster Children’s Hospital**

Education

1989

Qualified as RGN/RSCN at Wolfson School of Nursing Westminster

Accredited Courses:

Teaching and Assessing in Clinical Practice

Pain Assessment and Management

Nurse Prescribing

Mental Health First Aid

Manual handling

Child Protection

Clinical Audit

DSE Assessments

NMC PIN Number: 85K1238E

Personal Information

I enjoy spending time with my family. I have two children. I attend a gym regularly and enjoy cycling, swimming and reading.