



Jennifer Gardiner – Associate

Personal Profile:

Associate at LOD Care and Case Management Ltd.

My experience of managing specialist care teams, combined with the privilege of growing up with a brother who has Cerebral Palsy, makes me passionate about my role. I have first-hand experience of the challenges faced by families and can empathise with the problems they may need to overcome.

I have an abundance of energy and creativity, combined with a gentle, nurturing and patient personality. I take a pragmatic approach to managing a challenging caseload, while remaining focused on providing an exceptional standard of support to both client and family.

I am focused on representing my clients with dignity and respect, while advocating to ensure their full potential is achieved.

Experience:

- Specialist SEN Team Leader
- Specialist Support Worker
- Acquired brain injury
- Cerebral Palsy
- Behavioural management
- Highly experienced in holistic communication
- Multi-disciplinary therapies

Personal Qualifications:

- Level 3 British Sign Language
- Qualified Baby Sign Instructor

Training:

- Supporting early language development
- Tracheostomy management
- Gastrostomy management
- Epilepsy awareness, management and emergency medication
- Safeguarding of Vulnerable adults and Deprivation of Liberty Safeguards
- Care Planning & Risk Assessment
- Advanced First Aid
- Autism and ADHD awareness
- Promoting positive behaviour
- Mental wellbeing in children and young people
- Medication Administration
- Improving children's learning through play

Background:

In my previous role as specialist care Team Leader, I worked symbiotically with the case manager to ensure the needs of my client and my client's family were being met. This required me to effectively identify my client's needs and ensure that the care packages deliver improvements to health, education, general well-being and personal goals. I continually reviewed the efficiency of all resources to deliver rehabilitation. As the point of contact for the multi-disciplinary team of professionals working with my client, I would evaluate the effectiveness of the current care plan. I would then adapt resources to suit the evolving needs and development of my client.

My overarching role enabled me to sensitively manage my client's expectations through the litigation process. My unique experience of the case management process has exposed me to the realistic outcomes of case resolution and the importance of documenting evidence for both parties involved.

While drawing on my previous experience, I now feel privileged to be utilising my skills and knowledge as an associate case manager.