



Charlotte Hill - Senior Associate/Compliance Lead

Personal Profile:

Senior Associate/Compliance Lead at LOD Care and Case Management Ltd.

I am passionate about expanding my knowledge of neuro-logical conditions and advocate the need, for excellent care during everyday life and rehabilitation post injury. I am studious, tenacious and adaptable. I am dedicated to any task delegated to me and strive to provide excellence to those I support. I am committed to providing a holistic approach to care, through ensuring that all stake holders are supported.

Experience:

- Traumatic and Acquired Brain Injury (Adults)
- Mental Health
- Substance Abuse
- Mentoring Young persons
- Youth Offending Reparation

Education:

- Batchelors Honours Degree in Criminal Justice Studies (2:1)- The University of Kent 2011

Training:

- Care Planning & Risk Assessment
- Safeguarding of Vulnerable adults and Deprivation of Liberty Safeguards
- Epilepsy
- Diabetes
- Medication Administration
- Supervision and Managing a team
- Disciplinary and grievance handling
- Fire Awareness
- Health and Safety

Background:

I began working in the care industry in 2013, as a support worker in a specialist ABI supported Living Service. Although I am not of a clinical background, I have developed an understanding of the various cognitive, emotional and physical implications encountered by individuals who have experienced a brain injury. I quickly progressed through the various roles and had the privilege to become Manager of the ABI Service in 2018. I have gained a wealth of experience and understanding through working at all levels, overcoming any challenges through communication and a pro-active approach.

As a Service Manager I was able to recruit and effectively manage a relatively new staff team. I worked hard to build the team through team meetings, supervisions and individual performance management. I was responsible for the delivery of a high standard of support to individuals with complex cognitive and emotional needs. I achieved this through building firm rapport with multi-disciplinary teams, families and the individuals I supported. While also ensuring best practice and compliance through meeting staff training needs.

The role of Service Manager provided me with the following experience and skill set:

- The handling of challenging situations and appropriate decision making under pressure
- Producing detailed person-centred Care plans and risk assessments for individuals
- Working in partnership with multi-disciplinary teams
- Providing progress/ health and wellbeing reports to relevant professionals
- Interviewing and recruitment of suitable and experienced staff
- Ensuring staff are appropriately trained in line with legal compliance and policies
- Managing a staff team through supervision and performance management
- Ensuring building maintenance & compliance, together with the health and safety of the staff team and residents
- Providing input for guidelines, best interest decisions and DoLs applications
- Ensuring continued communications with families and providing them with training if they chose
- Assessing the care needs of individuals (continuously and upon referral)
- Managing a budget
- Following appropriate HR procedures and policies
- Providing on-call (out of hours) support
- Ensuring management of Dom-care information and compliance with CQC guidelines

While managing the Supported living service, my ambition was to encourage development and specialised training among the staff team. I also strived for excellence and continuity of care among the team, to enable staff to fully support the individuals who have suffered brain injuries to regain independence. I did this through leading by example, advocating the need for communication and cohesion.

I am continuously committed to providing a high quality of care, while ensuring individuals are granted autonomy through empowerment and respect.

