

Amanda Pocknell R.G.N. BSc (Hons) ENB 998 ENB 176
ALP Care Consulting



Curriculum Vitae

A professional graduate nurse with over 30 years' experience in the NHS, Private, Private Medical Insurance; Medico legal and Nursing Home healthcare sectors. An excellent communicator and manager operating at all levels within the Healthcare sector.

Amanda is an independent healthcare consultant providing Expert Witness services, Rehabilitation, Case Management, Care Management and Healthcare Consultancy services to the public and private sector nationally. An exceptionally experienced Nursing Expert Witness providing Causation and Liability reports, Breach of care reports, Condition and Prognosis Reports on Care, Loss of Services reports, Care Needs Reports, Care and Services reports and Care and Case Management reports with reference to Multiple trauma, Catastrophic injury and acquired brain injury. See below for Amanda's specialist areas of work.

Amanda is an experienced Rehabilitation case manager providing Intermediate Needs Assessments (INA) and reports with extensive experience in setting up and implementing domiciliary rehabilitation programmes; sourcing alternative wheelchair accessible accommodation; equipment provision and care and support worker packages in the community.

Amanda continues to work clinically as an Agency Nurse. The past 24 months have been in a Specialist Neuro rehabilitation Unit, a School Nurse in a Special Educational Needs School providing care to pupils with complex physical, developmental, behavioural and Neuro diverse needs; Nursing care Homes in the community and Palliative care.

Amanda has experience as a clinical lead and Nursing Home manager providing care to clients with complex needs such as physical disability, Parkinson's disease, post CVA, Dementia and End of Life Care to requiring 24-hour nursing care.

Specialist Areas of work - Operating department nursing, Nursing care, Orthopaedic, Multiple trauma, Spinal Injury – paraplegic and quadriplegic, Acquired brain injury, Psychological Trauma, Rehabilitation for return to work.

Expert Witness areas of speciality:

Amanda has attended the Bond Solon 'Excellence in Report Writing' and 'Court Room Skills' training. Areas of Nursing Expertise include:

Quantum:

Acquired brain injury	Multiple Trauma and Complex care
Spinal Injuries	Orthopaedic injuries
Amputation	Ophthalmic problems
Bowel/bladder surgery	Vascular problems (including CVA)
PTSD	Psychological problems
Loss of parent/carer	Mesothelioma
Care	Loss of Sight

Liability:

Inadequate Nursing Care:

General surgery, Urology, Orthopaedics, Plastic surgery, (breast reconstruction), ENT, Oral Maxillo surgery

- Manual Handling injuries
- Inadequate Hospital and Community Nursing Care
- Inadequate Nursing Supervision

- Neglect
- Inadequate Clinical Observations
- Extravasation/Infiltration Injuries
- Wounds and wound care
- Pressure ulcer development and prevention
- Falls in Hospital
- Infection Control
- Nursing Home Care

Professional Qualifications

1987 – RGN Registered General Nurse St Bartholomew's Hospital School of Nursing
 1989 – ENB 176 Operating Department Nursing Royal Shrewsbury Hospital
 1993 – BSc (Hons) Nursing Studies Degree 2:1 Pass Christ Church College, Canterbury
 1993 – ENB 998 – Teaching and Assessing (Incorporated in Degree)
 1999 – Bond Solon Court Room Skills Training
 2000 – Bond Solon Report Writing Course Bond Solon Solicitors, Legal and Expert Witness Training
 2000 – Primary Certificate in Occupational and Organisational Stress Management, Centre for Stress Management, Blackheath
 2001 – Primary Certificate in Counselling Skills
 2001 – Primary Certificate in Trauma and PTSD Counselling
 2001 – Primary Certificate in Cognitive Behavioural Therapy and Training
 2016 – Skills for Health Mandatory and Statutory Training
 2017 – Skills for Health Mandatory Training
 2018 – Skills for Health Mandatory Training
 2018 – Care of Tracheostomy
 2018 – Care of PICC Line
 2018 – Preventing Skin Damage and Maintaining Health Skin
 2019- Skills for Health Mandatory Training
 2019 – Verification of Expected Death Certificate
 2019 – McKinley T34 Syringe Driver Introduction and Competency
 2019 – Venepuncture and Cannulation Certificate
 2019 – Advanced Care Planning and DNACPR
 2020 – Catheterisation – Male and Female
 2020 – Skills for Health Mandatory Training

Professional Development

Primary Certificate in Occupational and Organisational Stress Management
 Primary Certificate in Counselling Skills
 Primary Certificate in Trauma and PTSD Counselling
 Primary Certificate in Cognitive Behavioural Therapy and Training

Professional Memberships

Nursing and Midwifery Council of United Kingdom
 Royal College of Nursing
 Member of British Association of Brain Injury Case Managers
 Medical Protection Society
 RCN Expert Witness
 UK Register of Expert Witnesses
 Expert Witness Directory

Current Posts

2003 - present

Independent Nurse Expert Witness and Rehabilitation Case Manager

An independent healthcare consultant running my own consultancy providing Expert Witness services, Rehabilitation, Case Management and Healthcare Consultancy services to the public and private sectors nationally.

Expert Witness

An experienced Nursing Expert Witness providing Causation and Liability reports, Breach of care reports, Condition and Prognosis Reports on Care, Loss of Services reports, Care Needs Reports, Care and Services reports and Care and Case Management reports with reference to Multiple trauma, Catastrophic injury and acquired brain injury.

Amanda has attended the Bond Solon 'Excellence in Report Writing' and 'Court Room Skills' training. My instructions are 50% Claimant/Pursuer and 50% Defendant.

Amanda works independently and as an independent associate with Stewart House Medico Legal Group; West Care Experts and Anthony Palmer & Associates

Case Manager

Over 20 years' experience in Rehabilitation Case Management, undertaking Assessments and co-ordinating rehabilitation and treatment needs for injured individuals, specifically orthopaedic, multiple trauma, spinal injury and acquired brain injury. Independent associate work as a Case Manager undertaken for First Assist, Munich Re, Knight Rehabilitation Services, Seaton Small and Associates and Overland Health.

Healthcare Consultancy

- Development of business relationships and service level agreements with Hospitals, Consultants, Insurance Companies, Solicitors and Rehabilitation providers.
- Provision of quality assurance, clinical and financial audit for commissioned services and therapies.
- Provision of aids and equipment to assist with independence with activities of daily living.
- Liaison with Medical Consultants, hospitals and rehabilitation practitioners to co-ordinate and monitor appropriate treatment.
- Professional and clinical advice to Solicitors and Insurers re Nursing care and treatment.

Amanda has worked with the following companies:

Liverpool Victoria Insurance, AXA Insurance, Covea Insurance/Provident Insurance, Churchill Insurance, NFU, SAGA Insurance, Faraday Reinsurance, Munich Re, Direct Line Insurance, Zenith Insurance/GHL Holding, Tradex, Zurich Insurance, RSA, NHSLA, Tesco insurance, USAA Insurance, Weightmans LLP, Greenwoods LLP, Harman & Harman LLP, Bevan Brittan LLP, Fairweather Solicitors, Moor Blatch Solicitors, Mowll & Mowll LLP, Lawford Kidd LLP, Brechin Tindall Oates Solicitors, Berrymans Lace Mawer LLP, DWF LLP, Kennedys LLP, Girlings Solicitors, Ashton Legal LLP, W M Halsalls Solicitors, Comer Crawley Solicitors, Irwin Mitchell, Slater & Gordon LLP, ASB Aspire LLP, Thompsons Solicitors, Kings Solicitors, Horwich Farrelly, Hudgell Solicitors; Lime Clinical Negligence; Mullis and Peake.

February 2018 – to date

Nurse Plus Ashford, Kent Agency RGN

Working clinically 12 – 36 hours a week as required, in local Care Homes: ABI Rehabilitation Unit, School Nurse at the Beacon School in Folkestone, Pilgrim's Hospice, Undertaking Care package reviews, re-evaluation of care plans and carer/RGN reviews for the Ashford Branch office.

Previous Posts

November – December 2018

Brabourne Care Centre RGN

Working clinically in 81 bedded Nursing Home with 16 IDT NHS rehabilitation beds. Clinical role providing care for residents, managing a 30-bed unit. Provision of clinical person-centred care, care plans, GP liaison, MDT meetings, staff supervision.

October 2017 – January 2018

Wells Lodge and Wells House Nursing Homes Manager

Manager of two Nursing Care Homes over 2 sites in Folkestone, total of 43 beds.

February 2017 – September.2017

Park View Care Centre RGN

Clinical Lead 45 bed Nursing Unit and 43 bed Residential dementia Unit (88 bed home). The role was clinical and supernumerary managing the Nursing Unit, Nursing and Care worker team on a daily basis as well as being part of the home management team. Responsible for management of the staff rota, dependency, clinical audits, Clinical Person-centred Care planning, GP liaison, Best Interest Assessments,

Safeguarding and Deprivation of Liberty (DoL) applications, Pharmacy and clinical stores/equipment ordering, Staff supervision.

October 2011 – January 2015

AXA Services/Knight Rehabilitation Services Associate Complex Case Manager

Independent associate case manager providing INA reports and rehabilitation case management services on a case-by-case basis.

May 2008 – September 2018

Seaton Small & Associates Associate Rehabilitation Case Manager

Independent associate case manager providing INA reports; rehabilitation case management and complex care package services on a case-by-case basis.

October 2003 – 2005

Munich Re Associate Case Manager

Independent associate case manager providing INA reports and rehabilitation case management services on a case-by-case basis.

October 2003 – 2008

First Assist Associate Case Manager Independent associate case manager providing INA reports and rehabilitation case management services on a case-by-case basis.

September 2002 – October 2003

Crawford & Company Healthcare Division – Healthcare Consultant

Rehabilitation Case Manager and Expert Witness for Care Needs. Whole of the UK for Expert Witness Development and co-ordination of Absence Management programmes in conjunction with employers, monitoring staff absence and co-ordinating appropriate treatment to facilitate early return to work. Customer relationship management including Sales and Marketing, responsible for developing and maintaining client relationships.

July 2001 – September 2002

Proactive Rehabilitation Services Ltd – Consultant Rehabilitation Case Manager & Expert Witness

Independent Start-up Company providing catastrophic Injury rehabilitation, case management, care needs and Expert Witness services. Geographic area: the UK. Development and co-ordination of Absence Management programmes in conjunction with employers, monitoring staff absence and co-ordinating appropriate treatment to facilitate early return to work. Customer relationship management including Sales and Marketing, responsible for developing and maintaining client relationships.

December 1998 – July 2001

PCS ProCare Independent Insurance Plc

Medical Case Manager

Provided Medical, Rehabilitation and Expert Witness Care Reports, Case management and Hospital Accounts Auditor

May 1997 – December 1998

Crawford THG (UK) Ltd. Healthcare Division

Medical Services Case Manager

Provided Medical and Rehabilitation services to insurers, solicitors and employers. Produced Nursing care cost and rehabilitation reports. Early intervention case management Telephone case management and Hospital Accounts Auditor

August 1996 – May 1997

BMI Sloane Hospital, Beckenham, Kent

Theatre Manager

Recruited, trained and managed the 20 staff in the Twin theatre department catering for all specialities of surgery except Cardiac and Neurosurgery. Responsible for managing the half a million-pound budget and the Manager responsible for the purchase of all equipment and supplies. Business generation Quality assurance: ISO 900. COSSH (Hazardous substances)

July 1993 – August 1996

**PPP Healthcare, Managed Care Department
Clinical Nurse Case Manager**

Provided Clinical and professional support and advice to the Managed Care Department, Claims Department and PPP Healthcare

- Liaison with hospitals and Consultants to provide the most appropriate cost-effective care for the individual subscriber.
- Clinical management of acute, long term and high-cost cases
- Liaison with private hospitals, medical consultants and Companies, with reference to company private health scheme and employee treatment as part of Managed Care programme, resulting in savings of 10 –25% per case for the high-cost treatments such as Cancer, Cardiac Surgery, Neurosurgery

**Hospital Accounts Auditor
PPP Healthcare, Contracts Department**

Provided clinical and professional support and advice to The Hospital Contracts Department Completed Financial and clinical audit of Accounts and contracts. Maintained a database of Medical/surgical consumables and prosthetics. Working within the Hospital Contracts department, auditing accounts for BUPA Hospitals; Community Hospital Group, BMI hospital Group and large independent hospitals for clinical, financial and contract compliance.

- Quality assurance and Utilisation review of all services provided comparison of hospitals performance and hospital visits to assess standards of provision, facilities and care.
- Implementation of agreed contract fixed charges for per diem drugs and dressings; Theatre Consumables; Pathology charges; Physiotherapy rates; day case package prices, where previously the only agreed charges had been for the daily bed rate and Theatre procedures.
- Developed with the Contract Department package prices for elective surgery admissions, reducing costs incurred per patient by up to 25%.
- Development of a database of Drugs, medical and surgical consumables and Prostheses in order to monitor costs and charges. Enabled cost effective provision of care and treatment.

**1992 – 1993
Chelsea & Westminster Hospital, London
Senior Sister in Theatres**

Involved with and responsible for managing the move of the Day Surgery Unit from Westminster Hospital to the new Chelsea and Westminster Hospital

**1991 – 1992
Tunbridge Wells Nuffield Hospital, Kent
Senior Sister Theatres**

**1990 – 1991
Guys Nuffield Hospital, London
Junior Sister Theatres**

**1989 – 1990
St Bartholomew's Hospital, London
E Grade Staff Nurse – Theatres
Queen Mary's Hospital, Sidcup, Kent**

**1988 - 1989
Royal Shrewsbury Hospital, Shrewsbury
Staff Nurse
*ENB 176 Operating Department Nursing Course***

**1987 – 1988
Surgical ward – Queen Mary's Hospital, Sidcup, Kent
Staff Nurse**

**1984 – 1987
St Bartholomew's Hospital, London
RGN Training**