



# Donna Poole

**Independent Case Manager**  
**Poole Case Management Services**

**Registered Nurse**

**Donna@poolecm.co.uk**



## **Adults & Young People**

### **Specialisms**

Brain Injury,  
Spinal Injury,  
Complex Orthopaedic,  
Complex Polytrauma.

#### **Experience of:**

Amputation,  
Burns and Plastics,  
Cerebral Palsy,  
Challenging Behaviour,  
Mental Health  
Management,  
Pain Management,  
Substance Abuse,  
Vocational Support.

### **Profile**

Donna's person centred collaborative practice focuses on empowering individuals, families, and carers to navigate services and uncertainty, enabling informed choices for individuals to maximise potential in their recovery journey.

Donna is a Registered Nurse specialising in Spinal Cord Injury and Health Education. Having worked in Australia and the UK within diverse settings and cultures in clinical, educational, leadership, and management roles, she brings extensive knowledge, skills, and a breadth of experience to the role of case manager.

Donna is organised, conscientious and has an excellent reputation for communicating proactively with clients and the wider team to facilitate, co-ordinate, and support outcomes valued by the individual. Known for bringing insight and empathy, Donna's practical compassionate approach builds trusting relationships to explore creative collaborative solutions to challenges. Donna is skilled in coordinating multidisciplinary teams and guiding clients through the rehabilitation process, encompassing assessment, needs identification, goal setting, and ongoing monitoring and review.

### **Testimonial**

"Donna is a passionate patient advocate who always puts patient needs and wishes at the centre of her practice and ensured that teams in the SCIC and Community also did the same. She has an unparalleled ability to assist even the most intransigent/incalcitrant of patients to move to a position where they were able to work constructively with the interdisciplinary team, make informed choices for their future and get the best from their rehabilitation."

*Reintegration Manager*

### **Location**

Watford, Hertfordshire


### **Coverage**

South East England, International.



The  
Case Management  
Community



<b>Professional Memberships &amp; Registrations</b>	<p>British Association of Brain Injury and Complex Case Management (2681685) Nursing and Midwifery Council (89Y02100)</p> <p>Evidence available on request.</p>
<b>CQC Registration Status</b>  	<p>3HUB Ltd is Registered with CQC 21/03/2024 <a href="#">Click here for CQC registration</a>; 3HUB Community Members are able to use the 3HUB Ltd CQC registration and governance processes as an associate of 3HUB for clients that need regulated activity (subject to capacity). Current Rating: CQC has not inspected this service yet Regulated Activity Provided: personal care; treatment of disease, disorder or injury; caring for adults over 65 yrs; caring for adults under 65 yrs; caring for children (0 – 18 yrs); and physical disabilities.</p>
<b>Qualifications</b>	<p>MA Practice Education 2015 Dip App Sci (Nursing with Distinction) 1989</p>
<b>Continuous Professional Development</b>	<p>Regular training and formal 3 monthly supervision. Professional development reviews and governance/due diligence checks are undertaken annually. Current Mandatory Training Certificate and Safeguarding Level 3 Certificate available on request.</p>
<b>Professional Liability Insurance Policy</b>	<p>Professional Indemnity Cover: up to £6 million per claim Public Liability Cover: up to £6 million per claim Policy details available on request.</p>
<b>GDPR compliant</b>	<p>Current ICO Certificate available on request. Data Controller: Donna Poole</p>
<b>Enhanced DBS Certificate &amp; Update Service</b>	<p>Full, clear enhanced Disclosure and Barring Service (DBS) certificate currently in place &amp; update service details available on request.</p>
<b>Key Policies</b>	<p>All our policies and procedures are reviewed annually, and full details are available on request. Our suite of policies and procedures include Governance (including third party due diligence), Data &amp; IT, Safeguarding, Safe Working &amp; Risk Management, Employment, Clinical.</p>