



# Jade Merrin

**Independent Case Manager Assistant  
JLM Medical Support**

**jade@jlmmedicalsupport.co.uk**



JLM Medical Support

## Adults & Children

### Specialisms

Brain Injury,  
Spinal Injury,  
Complex Polytrauma.

### Experience of:

Challenging Behaviour,  
Mental Health  
Management,  
Pain Management,  
Substance Abuse.

## Profile

Jade brings twenty years' healthcare experience, using skills gained as a medical virtual assistant to support case managers, delivering compassionate, efficient, and accurate care while prioritising clients' needs and wellbeing.

Jade's experience across healthcare and administrative roles has provided a strong foundation for supporting case management work. Her background as a pharmacy dispenser developed her ability to work with vulnerable individuals, maintain confidentiality, follow safeguarding procedures, and ensure accuracy under pressure. Her role as a clinical summariser in a GP surgery further strengthened her attention to detail, medical knowledge, and understanding of client records and clinical terminology.

Jade is organised, reliable, and compassionate, with clear communication skills that enable effective collaboration with clients, clinicians, and multidisciplinary teams while providing consistent, high-quality support to case managers.

## Testimonial

Jade is well organised, communicates clearly, and works calmly and reliably when under pressure. Her attention to detail is strong, and she manages multiple tasks effectively.

Through her work, Jade has developed a good understanding of rehabilitation and the medico-legal environment. She knows when to flag urgent or sensitive issues, supports research into services, and shows good awareness of safeguarding, risk, and professional boundaries. She communicates effectively with other professionals and understands the importance of confidentiality and accurate record keeping.

- Case Manager

## Location

Saltash, Plymouth

## Coverage

South West England



The  
Case Management  
Community

## Qualifications

Dispensary Assistants Course 2011  
Medicine Counter Assistants Course 2007

<p><b>CQC Registration Status</b></p> 	<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>
<p><b>Continuous Professional Development</b></p>	<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>
<p><b>Professional Liability Insurance Policy</b></p>	<p>Professional Indemnity Cover: up to £5 million per claim  Public Liability Cover: up to £5 million per claim  Policy details available on request.</p>
<p><b>GDPR compliant</b></p>	<p>Current ICO Certificate available on request.  Data Controller: Jade Merrin</p>
<p><b>Enhanced DBS Certificate &amp; Update Service</b></p>	<p>Full, clear enhanced Disclosure and Barring Service (DBS) certificate currently in place &amp; update service details available on request.</p>
<p><b>Key Policies</b></p>	<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>