



Karen Hackwood

Clinical Nurse Specialist

“I’m a Helping Hands Clinical Nurse Specialist because I believe in the company’s person-centred values: they provide high-quality support and care to enable people to remain in their own homes. I believe that is invaluable.

The Clinical Team enables customers with clinical needs to be managed in their own homes by professionals. If a customer wants to remain at home, then that’s where they should be able to stay. It has been proven over and over again that quality of life brings with it happiness and wellbeing. There is nothing like staying in your own home, and Helping Hands Carers enable this to happen. Our customers have security and peace of mind that higher-level needs can be managed at home with the guidance and professionalism of the Clinical Care Team.”

Career Pathway and Professional Development

Member of Nursing & Midwifery Council, Royal College of Nursing

Karen brings specialist qualifications gained over an impressive career to the Clinical Nursing Team. She is passionate about enabling customers to be supported in their own homes – her commitment combined with her clinical astuteness enables her to devise individualised care plans and ensure the proper training of our Carers.

Karen has been registered with the Nursing and Midwifery Council since 1977, when she qualified at the Royal Berkshire Hospital. At Helping Hands, she draws on her expertise to assess customers, anticipate changes, and deliver innovative training to Carers.

Establishing the foundations of her career in nursing in 1972, Karen began her training the following year. This involved work on wards complemented by classroom studies. As a State Registered Nurse, Karen went on to gain ten years’ experience working in general practice.

Since then, Karen has worked diverse settings, expanding upon her knowledge in a range of fields. As a Marie Curie Nurse, she has cared for End of Life customers in their own homes. She has also spent time providing nursing care in residential homes and her local hospice. Specialising in clinical innovation and leadership, Karen spent ten years as a Clinical Nurse Specialist with AstraZeneca, a role which involved delivering training and establishing clinics in general practice for Asthma and Coronary Care patients.

She went on to work as a medical trainer for Baxter Healthcare, training healthcare professionals to use intravenous pump machines, and as a specialist COPD nurse in the community supporting patients on oxygen therapy. Most recently, she has assessed customers in their own homes who had applied for Personal Independence Payment for ATOS UK on behalf of the government. This involved writing reports to enable the government to make decisions regarding payments.

Now, as a Clinical Nurse Specialist with Helping Hands, Karen promotes our customers' self-management by providing customers and Carers with informative and responsive ongoing support, meaning that they can be confident in the quality of our nursing-led service. She is committed to enabling customers to remain living in their own homes, regardless of circumstance.

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