



# Helping Hands

Care and Nursing at Home

Est. 1989

## Hannah Gambrell

### Clinical Nurse Manager

## Meet Hannah, your Clinical Nurse Manager

### About me

“As a Registered Nurse with much experience in nursing homes, at an acute hospital trust and supporting patients with more complex care needs in a community setting, I am passionate about enabling people to live safely at home with the facilitation they require to live as independently as possible.

It is so rewarding looking after customers in their own homes and to facilitate them to achieve outcomes that, in another setting, they might not have had the opportunity to pursue.”

### Career Pathway and Professional Development

Having studied Health & Social Care at A-Level and completed placements in nursing homes, it was clear very early on that nursing was my vocation. I decided to study for my BSc Hons degree in Adult Nursing at the University of East Anglia, and have not looked back since.

My favourite placement as a student was my community placement, however I wanted to work in the acute setting when I first qualified to gain broad experience and to solidify my knowledge. So, when the opportunity arose to work within the community managing customers receiving complex care, I didn't have to think twice.

During my time working in an acute trust, I worked within stroke services, which included the hyper-acute unit, acute unit and neurology. Here I gained extensive experience in caring for post-thrombolysis patients, neurological patients, tracheostomy patients, and patients on intravenous infusions, patients on enteral feeding and patients with complex needs.



I have much experience of supervising both upskilled support workers and registered nurses, together with delivering clinical training to support workers and completing their clinical competencies. I am also highly experienced in managing the clinical aspects of care, and am accustomed to working in partnership with Continuing Healthcare, clinical commissioning groups, social services and private case management companies.

Here at Helping Hands, each one of our clinical carers undertakes bespoke customer-specific training and follows a competency process, which means they are able to undertake complex clinical interventions in an incredibly person-centred way. Most of our customers have a permanent carer, which means they have consistency and continuity of care. This is paramount in enabling each of our individual customers to achieve their outcomes, and I'm very proud to be part of the team that places so much value on this.

As a Clinical Nurse Manager, I primarily set-up and manage live-in care packages for customers with more complex healthcare needs who are based across East Anglia. I have lived and worked in East Anglia all my life. I completed my nursing degree here, worked in Norfolk and Norwich University Hospital, and also in the community covering Norfolk, Suffolk and Essex.

While working in the community setting, I always heard positive things about Helping Hands. They are a care company who really do put their customers at the centre of everything they do, and the benefit of that really does show.

