



Jennifer Robbins

Clinical Nurse Specialist

“I’m passionate about getting care right for customers in their own homes: that means an individualised service focusing on the needs of each person.

Home is where the heart is, and I believe that it is fundamental to a person’s wellbeing that they are able to remain at home; regardless of their condition, age, or care needs. I enjoy being part of the multidisciplinary team and being my customers’ advocate, supporting and acting in their best interests and ensuring they receive the highest quality of life. As a Clinical Nurse Specialist, I am able to ensure individuals who require clinical intervention don’t have to leave home.

I wanted to work with Helping Hands because they are a company that supports my own ethos, delivering care that is person-focused, built around listening to the customer and understanding their needs. As a Clinical Team, we strive for excellent-quality care every time.”

Career Pathway and Professional Development

Member of Nursing and Midwifery Council

Jenny is a qualified Registered Adult Nurse, completing her training at the University of West England and qualifying in 2011.

Once Jenny qualified, she commenced work on a Specialist Stroke Unit. This environment enabled her to work with a variety of people who had different severities of Stroke. Their care needs varied depending on their prognosis and ability – no matter the outcome, Jenny supported them in their recovery whilst in hospital. Rehabilitation encompassed every aspect of life: Jenny supported them with personal care, eating and drinking, medication, mobility, setting goals, and psychological support, whilst also offering support to patients’ friends and family.

Having been offered a position closer to her home in Weston-Super-Mare, Jenny started to work on a Medical Admissions Unit. The role focused on assessment, acting quickly to deliver the appropriate care. This care could be critical and life-changing, so in-depth understanding and a responsive attitude was vital. Part of this role included discharge planning, meaning that Jenny regularly worked with the multidisciplinary team to ensure that her patients returned home with the correct package of care. She regularly worked with and supported her Health Care Assistants and Junior Nurses, and found that she had a keen interest in helping, teaching and supporting other professionals.

Two years after qualifying, Jenny progressed onto a High Dependency Unit, again working with patients who were acutely unwell. This laid the foundations for her interest in Complex Specialist Care. Eager to challenge herself and develop new skills, Jenny was exposed to PEG tubes, invasive and non-invasive ventilation, tracheostomies, oxygen therapy, End of Life Care planning, blood work and specialist medication.

Moving onto an Intensive Care Unit caring for patients who were critically unwell, Jenny collated and challenged all her skills and knowledge. Her interest in Complex Care grew further as she was exposed to many different complex skills, absorbing and learning continuously for a further two years. Before she joined Helping Hands, Jenny worked with Complex, End of Life and Domiciliary Care in the community.

Now Jenny is a Clinical Nurse Specialist with Helping Hands, bringing skills from both her Acute and Community Nursing roles to the team. She looks forward to meeting new customers and applying her specialist knowledge to support them to enjoy an independent life at home.

Helping Hands Home Care, Arrow House, 8-9 Church Street, Alcester, Warwickshire B49 5AJ

Telephone: 01789 762 121 Fax: 01789 762 143

Email: enquiries@helpinghands.co.uk Website: www.helpinghands.co.uk

