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Nicola Hayes

Curriculum Vitae

Experience & Qualifications

Professional bodies:

Health & Care professionals council (HCPC) Pin number: PH99438
Chartered society of physiotherapy (CSP) member: 091278

Since qualifying as a physiotherapist in 2012, my practise has been focused on Patient Centred Care and taking a holistic approach. I believe in treating others the way I would want to be treated.

Since qualifying in 2012 I completed junior rotations in core skill areas at Barnsley Hospital NHS Foundation Trust including neurology, respiratory, musculoskeletal outpatients, and orthopaedics/ care of the elderly.

Previous role in Urgent Care

I worked as a band 6 on The Urgent Care therapy team, working in collaboration with occupational therapists and the wider MDT often including the End of life/palliative care team assessing a variety of patients, many with complex needs who are ready for discharge from the Emergency Department, Acute Medical Unit & the Clinical Decisions Unit. The service is based around providing therapy input to prevent hospital admissions but facilitate safe discharges with onwards referrals in the community. Working jointly with occupational therapists we had crossover competencies when assessing for the relevant pieces of equipment needed and often go on home visits to assess health and safety in the patient's own environment. I have worked closely with the intermediate care team and hospital home.

Previous roles- Hospice

I previously worked at Rotherham Hospice for 2.5 years as a band 6 physiotherapist as I wanted to gain experience in the palliative care setting. Under the umbrella of the hospice, I worked with a close MDT. I covered all areas of palliative care including inpatients, day hospice, community, and exercise classes. I took the position as I felt I needed to gain experience in the community setting, visiting patients at home, assessing their physiotherapy needs then setting small realistic goals to maintain their quality of life. I completed a variety of treatments including deep breathing

exercises, transfers, exercise programmes and mobility regimes to empower patients, minimise the risk of falls and reduce subsequent hospital admissions.

Daily I dealt with sensitive complex situations and provide support to patients often in highly emotional atmospheres. I am a hardworking, reliable, responsible, and self-motivated team player but also work well independently. Daily I would plan, prioritise, and delegate appropriate jobs to therapy assistants/students and supervise where needed working under time pressures, targets and constraints. I pride myself on my interpersonal skills and my approachability in any given situation and the willingness to be flexible to meet service needs. My main strengths are in communication both written and verbal and my ability to show compassion and empathy to patients and families.

Previous role- Intermediate care

In February 2020 I joined the team on Acorn Rehabilitation Unit. This is part of the Intermediate Care Pathway in Barnsley. Since joining I have undertaken specialist assessments, performing treatments, and giving advice to patients with complex medical presentations including the elderly medical/ orthopaedic/neurological & chronic pain patients. The unit manages between 30 to 45 patients at one time. Managing a caseload, myself of around 10 patients, I would coordinate communication with families and manage expectations of treatment outcomes.

Case Management Experience:

I have recently joined CCMS as a Case Manager, I was attracted to the role of Case Manager due to my interests in working with those who have experienced life changing injuries. My transferable skills are working with individuals experiencing adversity, my skills in building relationships, identifying needs, building consensus with individuals and families and supporting them to achieve independence and empowerment. I am incredibly excited about building on my current knowledge and experience in my new role.