



Louise Bray

Nominated individual | Continuous Improvement Lead | Coach

CONTACT

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ADDITIONAL TRAINING

- Autism Awareness
- Autism and Asperger's & Sensory Processing
- Autism Professionals Conference (NAS)
- Dementia
- Domestic Abuse
- Dysphagia
- Epilepsy & Midazolam
- Equality
- Fire Safety
- GDPR
- Managing Challenging Behaviour: Studio 3

SUMMARY

I am enthusiastic and passionate about the social care sector and thrive to develop my expertise. I hold extensive experience completing professional assessments, quality monitoring reviews, and detailed resource analysis. I am skilled in the creation of dynamic strategic plans to ensure effective, person centred care is delivered. My professional qualifications, training and range of expertise, allow me to lead, support and motivate others effectively with professional candour.

I am adept in communicating effectively and accomplished working independently, as part of a team and leading a team. I am confident holding accountability, maintaining stakeholder relationships and prioritising diverse workloads. My considered and logical approach makes me a successful leader during complex and pressured situations.

EXPERIENCE

Nominated Individual

Catalyst Care Group

📅 March 2022 - Present (1 year & 3 months)

📍 Bristol, United Kingdom

The National Autistic Society

(14 years & 3 months)

Deputy Area Manager/ Lead Manager (South West Services) - Residential Care, Day Services, Supported Living, Transitional Services, National Society

📅 September 2021 - March 2022 (1 year & 3 months)

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The Deputy Area Manager / Lead manager's overall responsibilities include:

- Oversight and governance of designated areas, services and functions within the region.
- Agreement and implementation of the Service Development Plan; monitoring progress and sourcing additional resource where required.
- Leading the service teams in the business planning cycle, specifying ongoing improvements and any required developments to be achieved in the year.
- Ensuring compliance with the Care Standards Act and Regulations, General Social Care Council codes of practice and other legal requirements.
- Responsible for safeguarding the people we support and trained in safeguarding practices to follow relevant safeguarding policies and procedures.
- To be a key link contact with the Care Quality Commission and support inspection visits.

Registered Manager - Residential Care. National Autistic Society

📅 December 2013 - August 2018 (5 years & 7 months)

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The role and legal responsibilities and duties of the Registered Manager include:

- Compliance with the Care Standards Act and CQC, regulations and requirements which includes codes of practice and any other legal requirements.
- The written aims and objectives of the home are achieved.
- All NAS Policies and procedures are shared and implemented.
- The homes budget is properly managed.
- Responsible for safeguarding the people we support and trained in safeguarding practices and follow relevant safeguarding policies and procedures.
- Responsibility for reporting on performance in relation to areas of accountability in line the NAS's standards, and take corrective action where under performance arises to ensure the well-being of all who use the services
- Monitoring of budgets within designated area/function, supporting the Registered Manager/Service Managers with negotiations in relation to fees and support hours
- Responsibility for robust assessment of the people we support in liaison with the Registered/Service Managers.
- Work with the support teams to deliver NAS's strategic objectives.
- Compliance with all NAS Policies and Procedures
- Oversight of safeguarding and regulator notifications, investigations and responsibility for compliance with policy timescales.
- Responsibility for ensuring actions arising from investigations/complaints/safeguarding concerns have been completed and reported back to stakeholders.
- Direct line management and supervision of Registered/Service Managers in designated area; ensuring all direct reports receive supervision, coaching and training in line with organisational policy.
- Responsibility for ensuring adequate arrangements are in place in each support package for effective roster management and for covering staff absence.
- Responsibility for facilitating positive working relationships with families and professionals – should they become fractious, working to repair to ensure organisational reputation.
- To offer leadership to build and develop services in their assigned area in line with the Area Development Plan and to ensure this is filtered and monitored with each manager through supervisions.

Deputy Manager - Residential Care. National Autistic Society

📅 January 2013 - December 2013 (11 months)

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Role and responsibilities for the Deputy Manager include;

- Develop and maintain a responsive support service to people with autism.

Support Worker / Senior Support Worker - Residential Care. National Autistic Society

📅 January 2008 - December 2013 (5 years & 2 months)

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- Certificates and licenses are obtained and displayed.
- Each person we support has a written contract/statement of terms and conditions and that the terms of the contract/statement are fulfilled.
- A clear sense of direction and leadership which staff and people we support understand.
- Suitable working and living environments that, as far as is practicable, are fit for purpose and matched to the needs of the people being supported.
- Staff are provided with written guidance and procedures.
- As far as is reasonably practicable that the health and safety of the people we support, staff and visitors is not at risk.
- Procedures are in place for involving and co-operating with parents or guardians and other professionals as appropriate.
- To ensure appropriate communication strategies are in place in order that the person's needs, desires and aspirations can be best understood and supported, thereby limiting the potential for behaviours that challenge occurring.
- The implementation of individual behaviour intervention programmes is monitored, particularly where physical intervention is used.
- Staff working with their group are appropriately deployed, according to the activities and with reference to the group dynamics.
- Activities and tasks start and finish on time
- As far as is practical, living and learning areas are set up suitably for particular activities, and take account of the SPELL principles.
- Tasks and activities are appropriate to each individual's abilities.
- All necessary materials and resources for each activity are made available.
- Ensure the service adheres to all safeguarding legislation and procedures and incidents are reported in line with policy.
- To ensure all staff, volunteers, people we support and families have access to the NAS safeguarding procedures and welcome feedback in terms of compliments, complaints, concerns.

Support Worker / Senior Support Worker - Residential Care. National Autistic Society

📅 January 2008 - December 2013 (5 years & 2 months)

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- Creating, reviewing and updating detailed care and support plans.
- Working to review and revise service delivery to promote improvements.
- Administering medications, routine and PRN.
- Supporting adults to engage in meaningful activities, manage daily living tasks and promote their independence.
- Managing challenging behaviour in accordance with formal Behaviour Support Plans. Reviewing and updating Behaviour Support plans with health professionals, social care professionals and senior management.
- Ensure that support is provided in an effective, efficient and sustainable way resulting in outcomes in line with individuals' support plans.
- Ensure people using the service are involved in selecting and recruiting their own support team.
- Play a leading role in the development and maintenance of excellent relationships relations with people we support and their relatives and advocates.
- Facilitate effective working relationships with other agencies who are involved in the lives of the people we support.
- Listen directly to the views, ideas and concerns of the people we support both individually and through the local Forum.
- Provide mentoring and assist with the development and management to the support teams.
- Actively participate in the planning cycle, specifying ongoing improvements and any required developments to be achieved in the year, "owned" by the people receiving the service (or advocates/ relatives) and by the teams delivering them, in line with the NAS's strategy objectives.
- Assist with effective staff performance management in line with NAS's policy and procedures (recruitment, probation, supervision, appraisal, learning & development, conduct, attendance etc).
- Assist with ensuring that staff have access to appropriate learning and development opportunities that ensure excellent support to individuals in line with support agreements and legal and regulatory compliance.
- Through mentoring and reflective learning ensure that employees are able to apply experience and learning in their everyday work,
- Assist in ensuring all staff are informed about and work within NAS's Policies and Procedures and are fully up to date with internal communications both in the Area and Organisation wide.
- Ensure that all expenditure is within the agreed costings in conjunction with the annual budget.

Education

7 GCSE's

Grade C and above

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Health and Social care

NVQ level 2

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Health and Social care

NVQ level 3

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Leadership for Health and Social Care; Adult's, Children and Young people's services

Level 5 Diploma

📅 1990 - 1992

Mental Health First Aid - New Leaf

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Licenced assessor

📅 December 2021

Autism, Anxiety and Trauma Training

Autism Community Network (CIC)

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