



Nominated individual | Continuous Improvement Lead | Coach

I am enthusiastic and passionate about the social care sector

and thrive to develop my expertise. I hold extensive

💙 Burnham-on-Sea, England, United Kingdom

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Autism Awareness

Autism and Asperger's & Sensory Processing

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- Dementia Domestic Abuse
- Dysphagia
- Epilepsy & Midazolam
- Equality • Fire Safety
- Managing Challenging Behaviour: Studio 3

- 1/7

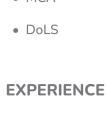
experience completing professional assessments, quality monitoring reviews, and detailed resource analysis. I am

SUMMARY

Louise Bray

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.



- Nominated Individual Catalyst Care Group

(14 years & 3 months) Deputy Area Manager/ Lead Manager (South West Services) - Residential Care, Day Services,

• 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.

of practice and other legal requirements.

Supported Living, Transitional Services, National Society

• 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

who use the services

Managers.

- 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

· Monitoring of budgets within designated area/function, supporting the Registered Manager/Service

• Responsibility for robust assessment of the people we support in liaison with the Registered/Service

Managers with negotiations in relation to fees and support hours

• Work with the support teams to deliver NAS's strategic objectives.

Registered Manager - Residential Care. National Autistic Society

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

• The written aims and objectives of the home are achieved.

• The homes budget is properly managed.

the contract/statement are fulfilled.

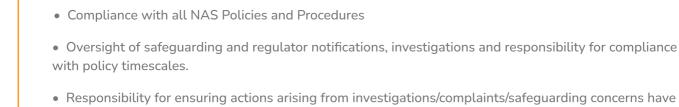
professionals as appropriate.

physical intervention is used.

challenge occurring.

to the needs of the people being supported.

• All NAS Policies and procedures are shared and implemented.



- 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.
- 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.
- Responsible for safeguarding the people we support and trained in safeguarding practices and follow relevant safeguarding policies and procedures.
- Certificates and licenses are obtained and displayed.
- 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
- 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.
- compliance. learning in their everyday work,

• Creating, reviewing and updating detailed care and support plans.

• Working to review and revise service delivery to promote improvements.

people we support and their relatives and advocates.

Autism, Anxiety and Trauma Training

Autism Community Network (CIC)

6/7

Licenced assessor

December 2021

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we support.

Support Worker / Senior Support Worker - Residential Care. National Autistic Society January 2008 - December 2013 (5 years & 2 months) 9 /

independence.

management.

• Administering medications, routine and PRN.

arranging agency cover where required.

Supporting the recruitment and retention of staff

EDUCATION

7 GCSE's

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Grade C and above

Health and Social care

Health and Social care

NVQ level 3

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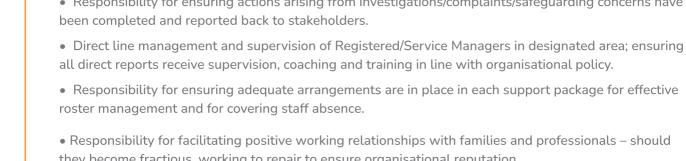
Leadership for Health and Social Care; Adult's, Children and Young people's services Level 5 Diploma 1990 - 1992

Mental Health First Aid - New Leaf

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- **ADDITIONAL TRAINING** • Autism Professionals Conference (NAS)
- GDPR
 - Mental Capacity Act and Best Interests Safeguarding MCA March 2022 - Present (1 year & 3 months)
 - Bristol, United Kingdom The National Autistic Society
 - September 2021 March 2022 (1 year & 3 months) The Deputy Area Manager / Lead manager's overall responsibilities include:
 - 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.

2/7



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3/7

- - visitors is not at risk.

• 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

• The implementation of individual behaviour intervention programmes is monitored, particularly where

• Staff working with their group are appropriately deployed, according to the activities and with

• Suitable working and living environments that, as far as is practicable, are fit for purpose and matched

• Each person we support has a written contract/statement of terms and conditions and that the terms of

• A clear sense of direction and leadership which staff and people we support understand.

• Procedures are in place for involving and co-operating with parents or guardians and other

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.

• All necessary materials and resources for each activity are made available.

• Tasks and activities are appropriate to each individual's abilities.

Deputy Manager - Residential Care. National Autistic Society

January 2013 - December 2013 (11 months)

- Role and responsibilities for the Deputy Manager include; • Develop and maintain a responsive support service to people with autism.
- 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

• Facilitate effective working relationships with other agencies who are involved in the lives of the people

• Listen directly to the views, ideas and concerns of the people we support both individually and through

• 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/

• Assist with effective staff performance management in line with NAS's policy and procedures (recruitment, probation, supervision, appraisal, learning & development, conduct, attendance etc).

ensure excellent support to individuals in line with support agreements and legal and regulatory

relatives) and by the teams delivering them, in line with the NAS's strategy objectives.

• Through mentoring and reflective learning ensure that employees are able to apply experience and 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.

• Supporting adults to engage in meaningful activities, manage daily living tasks and promote their

• Managing challenging behaviour in accordance with formal Behaviour Support Plans. Reviewing and updating Behaviour Support plans with health professionals, social care professionals and senior

• Assist with ensuring that staff have access to appropriate learning and development opportunities that

• Completing supervisions, ensuring safe and effective working during periods of staffing vacancies and

safeguarding policies, food hygiene and environmental health regulations and health and safety policies.

• Working in accordance with CQC regulations, Deprivation of Liberty Safeguard regulations,

- NVQ level 2 **#** /