

# SHANTELE JOHNSON

## Registered Nurse Bsc

Shantelle is a Registered Nurse with over 16 years of healthcare experience, including more than 12 years as a Registered Nurse. She has worked across primary care, community nursing, complex care and clinical leadership roles, developing extensive experience supporting adults and children with a wide range of healthcare needs.

Throughout her career, Shantelle has supported individuals living with long-term conditions, complex physical disabilities, neurological conditions, respiratory diseases, enteral feeding requirements, continence needs, wound management needs and palliative care requirements. She has considerable experience undertaking holistic assessments, identifying and managing risks, coordinating care, safeguarding vulnerable individuals and working collaboratively with multidisciplinary teams to achieve positive outcomes.

Prior to moving into Case Management, Shantelle worked extensively as a Practice Nurse within primary care settings, developing advanced clinical assessments, care planning and clinical decision-making skills. She has significant experience supporting individuals with multiple co-morbidities and complex healthcare needs whilst coordinating care across primary, community and secondary services.

Her previous experience as a Community Nurse provided valuable insight into supporting individuals within their own homes and communities, requiring autonomous practice, effective communication and collaborative working with patients, families and healthcare professionals. In addition, her experience as a Clinical Lead Nurse strengthened her leadership, safeguarding and care coordination skills through overseeing complex care packages and supporting clinical teams.

Her extensive experience in assessment, care planning, risk management, safeguarding and multidisciplinary working provides a strong foundation for effective case management practice. Drawing upon her broad nursing background, Shantelle is committed to delivering a person-centred approach that promotes independence, maximises quality of life and supports individuals and families to achieve meaningful outcomes.

Shantelle is registered with the NMC, and a corporate member of the CMSUK and BABICM.

Shantelle will cover London, Kent and the surrounding South East region.

## Employment History

Shantelle currently works as a Rehabilitation Case Manager for Complete Care Plus Services Ltd. Her role involves carrying out Immediate Needs Assessments and providing ongoing rehabilitation case management for adults and children with spinal injury, brain injury, complex orthopaedic injuries, amputees and cerebral palsy. Shantelle is also involved in setting up and case managing long term care packages through agencies or by assisting clients to recruit and manage their care staff directly. She is involved in organising and sourcing NHS continuing health funding for clients through liaising with local CCGs, Education, and Social Services to ensure that the client's needs are met appropriately. Shantelle has experience in evaluating, planning and delivering care plans for clients with complex needs. She has experience from working in various clinical settings.

Between 2017 – 2026 Shantelle worked extensively across a number of GP practices delivering high-quality nursing care to patients with acute and long-term health conditions.

She independently managed patients with multiple co-morbidities and complex healthcare needs, undertaking comprehensive assessments, developing management plans and supporting individuals to improve their health and wellbeing. Her responsibilities include diabetes management, asthma reviews, hypertension management, cardiovascular risk reduction, complex wound care, compression therapy, sexual health services, travel health, immunisations and health promotion.

Working across multiple practices strengthened her adaptability, communication and organisation skills whilst enabling her to work effectively with GP's, community teams and secondary care providers to coordinate care and achieve positive patient outcomes.

Between January 2022 - July 2022 Shantelle worked as a Clinical Lead Nurse providing clinical oversight for individuals receiving complex care packages within community settings. She was responsible for assessing clients needs, developing and reviewing care plans, undertaking risk assessments and ensuring care delivery met clinical and regulatory standards. The role involved supporting and supervising nursing and care staff, managing safeguarding concerns, contributing to quality assurance processes and working collaboratively with families and multidisciplinary professionals. This experience enhanced her leadership skills and provided valuable insight into the management and coordination of complex care packages.

Between 2014 – 2019 Shantelle worked as a Community Nurse, managing a varied caseload of patients within their own homes and community settings. She undertook comprehensive nursing assessments, developed and evaluated care plans and coordinated care with a range of healthcare professionals to support patients in maintaining independence and quality of life.

### **Expertise**

- Experience in undertaking holistic assessments to identify client needs and inform care planning
- Proactive approach to case management and ability to coordinate clients care and rehabilitation
- Clinical skills which enable her to train and supervise nursing and care staff
- Experience in supporting individuals with complex health needs and long-term conditions and managing complex care packages
- Good relationship building with clients, health, social care and education professionals
- Experience in risk assessments
- Experience in communicating effectively with clients, families, healthcare professionals and external agencies
- Experience in working collaboratively with multidisciplinary teams to coordinate care and achieve positive outcomes
- Experience in supporting and advocating for clients and their families throughout their healthcare journey
- Experience in maintaining accurate clinical records and producing professional reports
- Knowledge and experience in developing, implementing and reviewing person-centred care plans

### **Professional Bodies**

NMC Registered

Corporate Membership of CMSUK

Corporate Membership of BABICM