

## ABOUT LISA CROSS



I first began working in the care sector as a support worker in the 1990s. Throughout my career I have performed diverse roles across a number of hospital and community settings, and I have had the privilege of working alongside professionals from an enormous range of disciplines. I have experience of supporting people affected by a wide variety of issues, including birth injuries, autism, acquired brain injury, challenging behaviours, substance and alcohol misuse, as well as hereditary and neurodegenerative conditions.

I was the CQC Registered Manager of a community brain injury rehabilitation unit for four years. I undertook all employment tasks for the maintenance of a 24-hour staff team. The managerial experience I gained gave me a strong understanding of the value of high-quality supervision, appraisal and training for all staff. I place great value in the importance of comprehensive treatment programmes; and I have collaborated in the writing of many care plans, risk assessments and goal-setting and review documents.

I have conducted investigations into allegations of the mistreatment of vulnerable adults and have, when necessary, conducted support worker disciplinarys.

For several years I worked in a busy private hospital; initially in the outpatients department, where I supported consultants in a wide range of clinics and also undertook some of that department's phlebotomy; and then more recently as an operating theatre support worker, assisting elective operations in the domains of general surgery, orthopaedic, bariatric, ophthalmic, gynaecological, ENT, and plastic surgery.

I previously provided training to a number of teams on infection control and in control and restraint.

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### *Professional Memberships:*

Member of BABICM

### *Other:*

Member of 3HUB – the Case Management Community

### *Training:*

NVQ4 Registered Manager's Award (2005)

Various in-house courses, covering learning difficulties, autism, brain injury, epilepsy, Makaton, swallowing difficulties, protection of vulnerable adults, PEG feeding, infection control and managing challenging behaviours.

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