



Louise Waller

Specialist Brain Injury Personal Assistant

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It is so important to me that people receive the right care and achieve the level of recovery that is individual to each client, helping them to reach their goals and wishes. That is why I decided to “take the leap” and pursue my dream career in healthcare and rehabilitation I became particularly interested in brain injury after a close family member acquired a brain injury following a major operation. I feel that this experience has given me a real insight into the cognitive and emotional challenges a person can face afterwards and the impact it has on loved ones around them.

The 27 years I spent as a Confectionary Consultant in the field of retail required me to have advanced organisation and planning skills. To succeed I had to quickly build rapport and relationships with higher management and store contacts in order to hit national targets as well as individual targets. In order to achieve this, I would set myself daily objectives aligned with the company goals. I recognise that the same skills are essential when working with a person who has a brain injury to ensure that I am reliable, prepared and can offer the best support to those who struggle with their own planning, organising and initiation.

As a Confectionary Consultant, my role was field-based, I worked alone reporting to line managers and the wider business. This independence transfers to my current role, working in the client’s home and community settings to support him/her to carry out the prescribed rehabilitation programme, reporting back to the therapist or case manager as required.

I have excellent listening skills and I am friendly and approachable. I treat everyone with respect and compassion and believe that everybody should be given the opportunity to be the best that they can be. I believe that this attitude and approach has helped me build strong and trusted relationships, both with clients and other professionals.



CAREER PATHWAY

- Jul 2019 – Present** Specialist Brain Injury Personal Assistant, Associate, Lets Accomplish Change Ltd.
- 1992 – 2019** Confectionary Consultant, Britvic, Cadburys, Wrigley, Mars Chocolate.
- 1988 – 1991** Registered Child Minder

ESSENTIAL DOCUMENTATION

- + Full Driving Licence - no points
- + Personal Assistant Insurance
- + Enhanced DBS

COURSES & QUALIFICATIONS

COURSE TITLE	TRAINING PROVIDER	DATE
Store specific Accreditations in policy and safety	National Accreditation	2018/19
Moving and Handling	Skills for Health	July 2019
Information Governance	Skills for Health	July 2019
Documentation and reporting Level 2	The National Skills Academy	July 2019
Conflict Resolution	Skills for Health	July 2019
Basic Life Support	The National Skills Academy	July 2019
Health Care Food Safety	The National Skills Academy	July 2019
Introduction to Counselling	Teesside University	July 2019

**CLINICAL QUALIFICATIONS (CONTINUED)**

COURSE TITLE	TRAINING PROVIDER	DATE
In Service Brain Injury Training Package: <ul style="list-style-type: none">· Documentation in the Medico-Legal framework· Cognitive consequences of ABI· Supporting ABI clients with their cognitive rehabilitation· Supporting clients with their occupational therapy programmes	Let's Accomplish Change	Jul 2019
Supporting clients with their community physiotherapy programmes	Dragonfly Physiotherapy	Oct 2019
Practical ideas for working with people with communication difficulties communication	Speech Therapy North East	Dec 2019