

Working as a clinical manager in social care

Patricia Ralph qualified as a registered nurse in 1992, Patricia's interest in elderly care and multiple pathology has led her from working in the NHS as a Staff Nurse, Ward Sister and then Senior Ward Manager at Queen Elizabeth Hospital, King's Lynn to her current role as a clinical manager at the Crown Rest Home, a private residential care home.

Patricia sees delivering holistic care as adding value to her role and enables working with the multi-disciplinary team and families, she sees her role as key in coordinating, leading and being involved in all aspects of care delivery.

Working in social care is both challenging and interesting. No two days are the same and it is extremely rewarding", says Patricia. "It's a privilege to work at The Crown Rest Home and care for the residents who have complex care needs. I'm able to look after residents when they are physically well, helping them to maintain their health and I nurse them when they are unwell, giving very specific person-centred care."

The role ensures that care is delivered to the highest standard with compassion and leadership. Acting as an advocate for residents helps them to make informed choices about their lives. The role of clinical manager in a social care setting is key in proactive hospital avoidance work.

A resident at The Crown Rest said that "Having a qualified nurse has made all the difference to my care. She is able to identify and instigate treatment much more quickly and prevent me from getting worse. She also trains the care assistants daily, so their knowledge is more in-depth. I feel more secure knowing she is looking after me. She has a good relationship with my GP and will talk to them about by care needs."

Patricia continues to be involved in the development of others passing on her knowledge and skills by continuing to supervise student nurses and physiotherapists on placement from the UEA, working closely with all staff providing clinical guidance, knowledge and mentorship/supervision.

For more information on working in social care, please visit