

April 2026

CURRICULUM VITAE
ZOË McCALLUM
Registered Mental Health Nurse
BSc Hons, Diploma
Located in Derby

Email: enquiries@fionajohnsonltd.com | **Website:** www.fionajohnsonltd.com

NMC: 90A0429E

PROFILE

Zoë McCallum is a highly experienced practitioner and senior clinical leader, currently Head of Care Services at Jewish Care. She brings over 30 years' experience as a Registered Mental Health Nurse, alongside significant expertise in governance, regulatory compliance, and the investigation of care standards across complex health and social care environments, including experience in the identification, analysis and management of provider concerns raised by Local Authorities and the Care Quality Commission (CQC).

Zoë sits on a clinical governance committee, she has vast experience of presenting robust opinions regarding standards of practice with colleagues and routinely undertakes detailed investigations into care delivery, assessing practice against statutory requirements, professional standards, and regulatory frameworks. This includes identifying breaches of duty, analysing contributory factors, and implementing robust remedial action plans to address failings.

Her work has developed advanced expertise in determining the reasonable standard of care across a wide range of settings, including residential and nursing care, domiciliary care, and safeguarding contexts. She has particular expertise in the assessment and investigation of care provision, including all aspects of alleged care negligence; identifying whether there have been safeguarding failures, neglect, poor risk assessment and risk management, falls and fracture prevention, pressure ulcer development and prevention, moving and handling, medication management, and failures in care planning and delivery. Her work includes evaluating standards of care against statutory frameworks, best practice guidance, and regulatory requirements, as well as identifying breaches, causation issues, and the impact on individuals.

Zoë regularly undertakes assessments for provider organisations under Section 42 of the Mental Capacity Act; she is adept at reporting to the Local Authority on whether there has been failures in best interests decision-making, and the application of the Mental Capacity Act, including cases where there are concerns regarding consent, deprivation of liberty, or failures in safeguarding vulnerable individuals and assists in the implementation of training provision and learning outcomes.

Zoë is highly skilled in the critical review and analysis of complex clinical, nursing and care records, including incident reports, safeguarding investigations, and regulatory documentation. Zoë accepts instructions to undertake liability reports in cases involving failures in adult social care provision in nursing homes, care homes, domiciliary settings, mental health units, secure units, long term rehabilitation for mental health, reviewing application of DOLs assessments; applying clinical, professional and legal standards to form independent, objective and well-reasoned opinions.

Zoë has completed specialist medico-legal training with Fiona Johnson Ltd, she has been mentored by a senior expert witness and has a clear and detailed understanding of her duties to the Court in accordance with CPR Part 35. She is able to provide independent, objective and well-reasoned expert opinion to both Claimant and Defendant solicitors, she is robust in the presentation of her opinions with experience of giving evidence in Tribunals and the Coroners Court.

RELEVANT QUALIFICATIONS AND EXPERIENCE

- Developing Leaders: The Kings Fund;
- Registered Manager's Award: City & Guilds;
- ENB 998 – Teaching and Assessing.
- Level 5 Award in Management: ILM;
- Diploma in Interventions in Severe Mental Illness: University of Deby;
- Registered Mental Health Nurse: Qualified May 1993.

RELEVANT SKILLS/ SPECIALISM

- Strategic Development;
- Senior Leadership (board member);
- Leading high performing teams;
- Coaching and mentoring;
- Stakeholder management;
- Mental Health & Social Care;
- Operations;
- Quality & compliance;
- Contract review & management.
- Budget management, commercial performance;
- Health & safety;
- Volunteer engagement;
- Digital innovation;
- Solving complex problems;
- Research advisor;
- New service commissioning;
- Working with trustees.
- Detailed understanding of the legal tests involved in liability claims and applying the principles of Bolam and Bolitho to decisions on liability.

RELEVANT EMPLOYMENT HISTORY

2025 to Present	Expert Witness, Fiona Johnson Ltd
2023 to Present	Head of Care Services, Jewish Care
2023 to 2023	Interim Head of Care Services, Jewish Care
2022 to 2023	Consultant, Self-Employed

2014 to 2022	Chief Operating Officer, Brendoncare
2013 to 2014	Regional Manager, Four Season Healthcare
2008 to 2013	Regional Manager, MHA
2004 to 2008	Home Manager, MHA
2002 to 2004	Nurse Team Leader, ReThink
1997 to 2002	Staff Nurse, Southern Derbyshire Mental Health Trust
1993 to 1997	Manager, Oaklands Healthcare
1990 to 1993	Student Psychiatric Nurse, Southern Derbyshire Health Authority
1988 to 1989	Nursing Assistant, Central Notts Health Authority

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Zoë McCallum is a highly experienced practitioner and senior clinical leader, currently working as Head of Care Services at Jewish Care, a large multi-site social care organisation. Her current role involves undertaking functional assessments of individuals and providing recommendations for longer term domiciliary, and nursing home care packages, as well as ongoing operational oversight. She brings over 30 years' experience as a Registered Mental Health Nurse, underpinned by extensive strategic, operational and clinical leadership across complex health and social care systems.

Zoë has a strong skillset, including detailed document review, critical analysis, and the preparation of robust, evidence-based reports. She is highly experienced in undertaking comprehensive functional and needs-based assessments, the design and evaluation of care packages, and the recommendation of appropriate aids, equipment and technologies to maximise independence and quality of life. Her practice is informed by a deep understanding of safeguarding, risk management, governance, and quality assurance within health and social care.

Zoë accepts instructions to undertake quantum care reports where individuals have suffered minor brain injuries, mental health conditions and psychological sequelae resultant from the index event. She can provide comment on individuals with pre-existent learning disability, looking at care requirements in any event and providing recommendations for those in addition.

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- Mental Health & Social Care;
- Operations;
- Quality & compliance;
- Contract review & management.
- Budget management, commercial performance;
- Health & safety;
- Volunteer engagement;
- Digital innovation;
- Solving complex problems;
- Research advisor;
- New service commissioning;
- Working with trustees;
- In depth knowledge and experience in the assessment and management of complex conditions including elderly care, dementia, mental health, leaning disabilities and related care needs.

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