

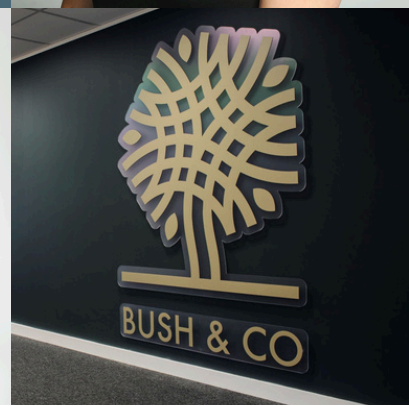
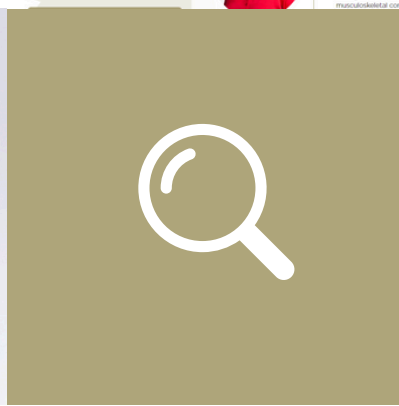
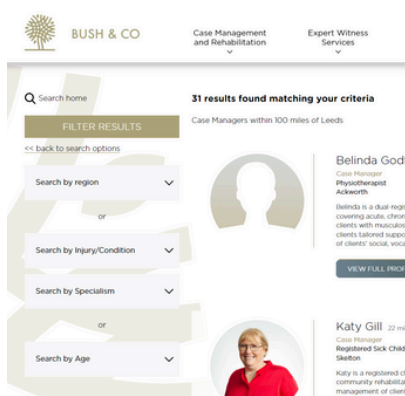
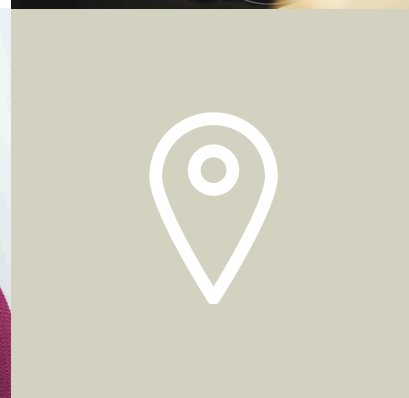
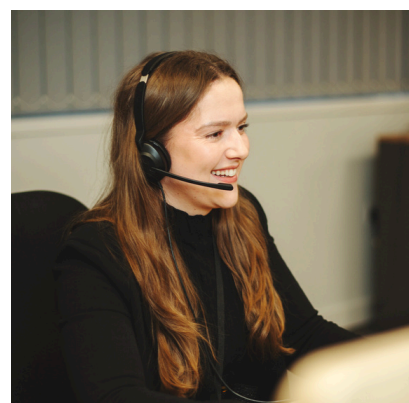
Case Manager CV Book

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London



Aaron Hamdani

Sports Rehabilitation Professional
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hamd | Partial | Toe | Upper Limb

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory impairment

Sensory integration/ Processing Disorder | Vestibular Disorder | Visual and Hearing Difficulties

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

London

Experience

Aaron has over 10 years' case management experience working closely with adults and young people with complex injuries. He has worked extensively with clients from a variety of backgrounds and injuries which has allowed him to gain a better understanding of the difficulties that clients and their families encounter following injury or trauma.

Aaron has specialist experience in the management of complex orthopaedic injuries, amputation and limb loss as well as psychological trauma. Throughout his career he has gained excellent skills and experience in assessing individuals, their environments and identifying the best way to meet their needs.

Aaron is proficient in performing thorough assessments while utilising a biopsychosocial approach to make appropriate recommendations on a case by case basis followed by in-depth reporting. This allows him to formulate bespoke rehabilitation plans allowing the reader to understand the injured party's difficulties and barriers with recommendations to overcome them.

He has extensive knowledge of both the NHS and private health care sectors to ensure the injured person is placed in the most

At a glance

Aaron has specialist experience in the management of complex orthopaedic injuries, amputation and limb loss as well as psychological trauma. He has excellent skills and experience in assessing clients, their environments and identifying the best way to meet their needs.

Aaron has extensive knowledge of the NHS and private health care sectors to ensure the client is placed in the most adequate multidisciplinary treatment pathway, to achieve an optimal recovery within a timely manner, including a return to work where appropriate. He has worked as an occupational health advisor working closely with the employers occupational health team to promote an early return to work and ensuring an appropriate return to work plan is implemented. He also has experience from within the insurance sector with casualty claims handlers providing medical advice and has performed regular peer reviews of medico-legal reports and medical records to aid with the claims process. Aaron is very confident in his work, he takes ownership and pride in being able to provide best practice while focussing on the client's wellbeing.

Instructing parties comment on his excellent clinical reasoning, insight and professional knowledge and his effectiveness in coordinating rehab. Clients say Aaron is friendly, receptive and attentive.



Excellent insight and professional knowledge.

Nicholas May, Allianz



Aaron Hamdani

Sports Rehabilitation Professional
Associate Case Manager

Experience

adequate multidisciplinary treatment pathway, allowing them to achieve an optimal recovery within a timely manner including a return to work where appropriate. He also has experience from within the insurance sector with casualty claims handlers around the UK providing medical advice and has performed regular peer reviews of medico-legal reports and medical records to aid with the claims process. This along with managing single and jointly instructed referrals for a great many years has allowed Aaron to gain a more in-depth understanding of the claims process and the complexities involved when working to settle a claim. He has also spent time auditing other case management companies to ensure they maintain good standards and remain in line with appropriate guidelines.

He has also worked as an occupational health advisor working closely with the employers occupational health team to promote an early return to work and ensuring an appropriate return to work plan is implemented. Aaron is very confident in his work, he takes ownership and prides in being able to provide best practice while focussing on the client's wellbeing. His efficiency makes the case management process timely allowing the outcome to be the best possible while maintaining transparency between stakeholders.

Aaron is able to implement client focused rehabilitation programmes while utilising a multidisciplinary approach to ensure a successful outcome is achieved. He also understands the need to show progress and therefore goal formulation is paramount to the continuous delivery of the intervention/therapy.

Aaron has continuously improved both his personal and professional development by attending regular CPD courses to expand his knowledge in order to be able to provide the best care for his clients whilst maintaining best practice.

Education and Qualifications

- BSc (Hons) Sports Rehabilitation & Injury Prevention
- Reps level 3 Personal Training diploma

Memberships and Registrations

- Professional member of British Association of Sports Rehabilitators and Trainers (BASRaT)
- Professional member of VRA UK
- CMSUK



I have been extremely impressed with Aaron on this case. He has coordinated rehab exceptionally well.

James Braund, Trethowans

Aaron is receptive and attentive to the situation and is always accommodative. He displays good communication skills with a willingness to assist at every step of the way.

Client



Angeline Jha

Occupational Therapist
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA |
Mild Brain Injury |
Neurodegenerative Disorders |
Post-concussion Syndrome |
Stroke | Traumatic Brain Injury

Amputation/Limb Loss

Above the Knee | Below the
Knee | Digit | Hand | Partial |
toe | Upper Limb

Birth Injury/Developmental Delay

Acquired Brain Injury | Hypoxic
Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment
Vestibular Disorder

Skin and Tissue

Scar Management | Wound
Care

Spinal Injuries

Cauda Equina Syndrome |
Complex Spinal Cord Injury
| Partial Spinal Cord Injury

Psychological

Depression | PTSD | Stress

Ages Covered

2 years +

Location

London

Experience

Angeline's experience includes both upper and lower limb amputation, acquired brain injury, complex orthopaedic injury and the management of associated complicating factors. With a background in both clinical and vocational services she is able to transfer this knowledge to vocational assessment and rehabilitation.

Angeline has specialist experience in the case management of amputees and clients with complex orthopaedic problems, ensuring that the client receives the right prosthesis and rehabilitation to maximise their recovery and functional ability in all aspects of their life. This includes coordinating a multi-disciplinary service of specialist prosthetics, orthotics,

At a glance

Angeline Jha is a registered Occupational Therapist with 13 years' experience of working with people with a variety of physical and mental health problems in Australia and the UK with a particular focus on adult and child ABI.

Angeline has extensive clinical knowledge in the assessment, treatment and planning of a wide spectrum of injury, illness and disability conditions. With a background in both clinical and vocational services she is able to transfer this knowledge to vocational assessment and rehabilitation.

Working with children with ABI, Angeline has recent experience of a three year old with a significant diffuse axonal brain injury and left-side impairment. She has been instrumental in early intervention for the wellbeing and success of the client, working closely with The Children's Trust and education. Alongside this, Angeline has observed and worked within the families significant cultural needs and has achieved goals with the client and their family such as re-integration into education, aids and adaptations to support rehabilitation, walking and talking and is now focusing on the left-side impairment in conjunction with the family.

Angeline is organised, focussed, empathetic and committed to meeting her clients' needs. Instructing parties say she has an "incredible grasp" on all of the issues, she is attentive and provides regular updates. Families comment on how supported she makes them feel and her caring and professional manner.



Angeline Jha

Occupational Therapist
Associate Case Manager

Experience

wheelchair provision, occupational therapy, physiotherapy, transport, adaptations to the home, care support and psychological services to support re-engagement in their social and workplace environments.

Angeline's in-depth knowledge of rehabilitation from acute phases through to returning to work ensures a grounded approach which considers the immediate needs whilst holding future goals in mind.

Angeline has worked in a variety of settings including NHS, social services and private sector, providing Angeline with a range of skills to assist the lifespan of a case.

Angeline's empathetic nature means that she is able to establish rapport and maintain an effective therapeutic relationship with clients and maintain their motivation throughout their rehabilitation. Her comprehensive assessment skills have allowed her to provide robust treatment programmes enhancing physical and cognitive function. Her advanced clinical reasoning skills ensure patients' ongoing needs are met appropriately.

Angeline takes a person-centred approach and will consider all the client's needs - physical, psychological, social and environmental. She uses the best evidence-based information to enable individuals live as independently as they choose.

Education and Qualifications

- BSc Occupational Therapy

Memberships and Registrations

- Health and Care Professions Council



Angeline has incredible grasp on all of the issues when she provides her regular updates. She is attentive to the client's and family's needs and is proactive in dealing with these. She always has a proposed plan / solution and she is our go-to paediatric case manager.

Sophie Davies, Moore Barlow

Angeline was excellent at organising all the various MDT for my son and making suggestions to help with his therapy and what sort of things we should be doing under the rehab code. Obviously this was a very difficult time for the family and she made us feel very supported in a caring and professional manner. We can not thank Angeline enough and the MDT that she arranged for my son were all excellent such a high standard of professional.

Client

Angeline is completely wonderful.

Sam David, Anthony Gold.



Antonia Richards

Occupational Therapist
Associate Case Manager

Injury/Condition

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Stroke | Traumatic Brain Injury

Chronic Pain

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Ophthalmology | Sensory Integration/ Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Ages Covered

From birth to 25 years

Location

London

Experience

Antonia has experience of working with cases involving large multi-disciplinary teams to effectively deliver coordinated care packages. She has experience of working with complex family dynamics including safe guarding issues.

As a case manager, Antonia is able to form positive and supportive relationships with clients and their families. Her knowledge and experience of working with complex cases is broad, with excellent clinical and problem solving skills, enabling her to identify and prioritise client's needs. She has extensive experience of working collaboratively, as part of a multi-agency team, to deliver a coordinated and effective client centred service.

Antonia has good time management, organisational and communication skills. She has good written skills and experience

At a glance

Antonia is an experienced occupational therapist specialising in working with children and young people with complex medical, physical and learning needs. She has worked in the NHS in the community, Social Services and a special school.

She specialises in supporting clients living with Cerebral Palsy, Acquired Brain Injury Spinal Cord Injuries, Amputees, Genetic Disorders (Muscular Dystrophy, Edwards syndrome), Attention and Concentration difficulties (ADD and ADHD), Global Developmental Delay and Learning Disabilities.



Antonia Richards is arguably the best case manager I have ever worked with. She is outstanding.

Instructing Party



Antonia Richards

Occupational Therapist
Associate Case Manager

Experience

of writing comprehensive reports for parents, Educational Statements, tribunals, housing.

- Extensive experience in working with clients with complex needs including acquired brain injury, cerebral palsy and spinal injury;
- Experience in managing complex family dynamics including those involving safeguarding issues;
- Highly developed therapeutic handling skills in the assessment of clients with complex physical and medical needs;
- Experience in the Statutory Assessment process for children in education with additional needs;
- Experience in 24 hour postural care management and moving and handling assessments;
- Experience of identifying housing needs and completing functional home assessments;
- Experience of working with children with augmented communication needs;
- Experience of working in collaboration with manufacturers in the assessment and provision of specialist equipment for clients with complex physical needs;
- Experience of working with clients who present with challenging behaviour;
- Working on a multi-agency basis to ensure that the best outcomes are achieved for children and their families;
- Experience of managing therapists and small teams of support staff.

Education and Qualifications

- BSc (Hons) Occupational Therapy
- Bobath Therapist (NDT)

Memberships and Registrations

- Health Professions Council registered
- Member of the British Association of Occupational Therapist



I have worked with Antonia for the first time, for a mutual client that I have recently started to manage in terms of day to day management, and I would definitely consider Antonia to have strong interpersonal skills as I we regularly receive praise from clients parents on how well suited she is for the family. Antonia is very proactive and timely and is able to progress matters very efficiently. She is a pleasure to work with and I look forward to continuing our working relationship on this particular matter.

Instructing Party



Burcu Keser

Registered Sick Children's Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Post-Concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma Internal injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Processing Disorder | Vestibular Disorder | Visual or Hearing difficulties

Skin and Tissue

Burns | Plastics | Scar Management Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

From birth to 18 years

Location

North London

Experience

Burcu qualified as a registered children's nurse in 2012 and her clinical career has been spent in senior staff nurse positions within paediatric in-patient and out-patients at Harley Street, The Portland Hospital, University College Hospital and Kings College Hospital.

Working with children, Burcu has experience of several conditions including brain injury, respiratory conditions, meningitis, sepsis, surgical procedures and Hypoxic Ischaemic Encephalopathy and orthopaedic conditions. Within these roles she has extensive knowledge of caring for babies on CPAP, 1-1 specialist nursing, wound care, intravenous infusions, passing of



At a glance

Burcu (Bu) Keser has over 10 years' experience as a registered children's nurse and has spent significant periods of her career in senior roles within the paediatric in-patient and out-patient wards at Harley street and several prestigious London hospitals. Bu has experience of severe complex orthopaedic injuries, TBI, spinal injuries. She is a strong advocator for providing support for her paediatric clients along with addressing family needs as a result of the injuries. Bu also has a keen interest in complex orthopaedic conditions with clients of all ages. Burcu speaks English and Turkish.

Clients comment on how helpful Burcu is and Instructing parties comment on her proactive approach to progressive rehabilitation.



Case Manager appears pro-active in progressing rehabilitation.

Siobhan Thomas, Moore Barlow



Burcu Keser

Registered Sick Children's Nurse
Case Manager

Experience

nasogastric tubes, PEG feeds, tracheostomy care and performing electrocardiograms. She is also knowledgeable and experienced in hypospadias, undescended testes, food allergy testing, dental surgeries, bronchiolitis and sepsis in babies and children as well as; an understanding of Cystic Fibrosis and various kinds of cancer. Her orthopaedic experience includes working at the Royal National Orthopaedic Hospital and responsible for the care of children and young adults, Burcu gained experience of supporting those who have experienced spinal fusion for scoliosis correction surgery, surgery for club foot correction and hip dysplasia. She is also experienced in working with teenagers in particular, living with chronic pain; providing management tools and emotional support to enhance quality of life.

In addition, Burcu has experience of caring for patients with chest drains, longlines, Hickman lines, Portacaths, tracheostomies and is also experienced in Phlebotomy.

Burcu has a strong belief in supporting families around the child's needs and has experience of advocating for the child and educating families on the young person's clinical and rehabilitation needs. Including, ongoing health conditions such as Cystic Fibrosis, Cancer, Diabetes, Crohn's, and Arthritis as well as competence in PEG and Nasogastric feeding.

Throughout her clinical career, Burcu also has experience working with teenagers living with chronic pain; providing management tools and emotional support to enhance quality of life.

She holds a sound knowledge of patient safety and safeguarding. In her role as senior nurse, managing staffing requirements and running and taking charge of departments in order to protect patient needs is her area of expertise. Trained to Level 3 standards in Safeguarding, Burcu has been involved in child protection cases and caring for babies and children where safeguarding needs have been identified. She is experienced in using the Paediatric Early Warning score system to support in identifying deteriorating patients.

As a case manager and nurse, Burcu is experienced in client's needs following discharge from hospital; having completed detailed assessments and care planning she is able to work with GPs, social services, therapists and the family on the needs of the child. Burcu has experience in putting assistance in place once at home including support for accommodation, nursing and care.

Education & Qualifications

- Enhanced Diploma in Children's Nursing
- Undergraduate course in mentoring and enabling learning in the practice setting.
- Telephone Triage Core Skills
- Children's Safeguarding Level 3
- NMC Practice Assessor
- Mental Capacity and Deprivation of Liberty Safeguards

Memberships & Registrations

- Nursing and Midwifery Council

Additional Languages

- Turkish



She is very helpful and keeps us up to date with what's happening.

Client



Emma Benfield

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial amputation | Toe | Upper limb

Brain Injuries

CVA | Post-concussion Syndrome | Stroke

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder | Visual or Hearing difficulties

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress



At a glance

Emma is experienced in covering all core areas of occupational therapy within a hospital, community and private sector. As a highly experienced associate case manager she specialises in the case management of amputees and clients with complex orthopaedic injuries including upper limb, trans-femoral and trans-tibial level amputations.

She is passionate in her role with a caring personable approach which makes her quick to establish strong working relationships with her clients and their families. She is always proactive in her approach and supports her clients to acquire high level prosthetics, intensive specialist rehabilitation, adapted accommodation and care support as required. Emma recognises the importance of supporting her clients to re-engage in their enjoyed pursuits and vocational goals.

Emma experience extends to supporting clients with spinal injury and individuals with subsequent mental health conditions. Emma has successfully supported individuals with multiple comorbidities, those with PTSD including clients at risk of self-neglect, self-harm.

She receives a wealth of feedback from those she works with. Instructing parties say she is effective, progressive, knowledgeable and independent. Clients comment on how she makes them feel confident in their abilities, she keeps them informed and she actions things without delay.

Ages covered

18 years +

Location

Central London & Winchester

Experience

Emma has been an occupational therapist for 15 years, working with clients with a variety of physical and mental health conditions both in the statutory and private sectors. She has also worked as a rehabilitation case manager for the previous eight years alongside her senior occupational therapist role within the NHS, working with clients who have obtained life changing injuries resulting from catastrophic incidents. Before training as an occupational therapist Emma obtained a First Class degree from the University of Bath.

She has worked for the Whittington Health Trust in a variety of clinical areas including early neurology and trauma rehabilitation, general medicine, community rehabilitation and as a frontline therapist for the Acute Admission Unit and A and E departments. Emma facilitated thorough evidence based assessments, recommended appropriate packages of care, assessed for and



Emma Benfield

Occupational Therapist
Associate Case Manager

Experience

prescribed a range of adaptive equipment and managed complex hospital discharges; many with high levels of risk involved. She completed formal cognitive assessments and facilitated therapy-based, daily living rehabilitation groups. She also provided rehabilitation to clients within their homes to maximise independence and to prevent further hospital admissions.

Emma's clinical career also involved time as lead occupational therapist for the Rehabilitation for Older Adults Service at the Royal London Hospital. She led the Occupational Therapy Service across an Older Adults rehabilitation unit and carried a busy caseload whilst developing the service. She line managed a team of therapists and therapy assistants, and organised and facilitated a department therapy training programme on a weekly basis. Her clinical caseload consisted of inpatient rehabilitation working with patients with a wide range of conditions, including dementia, acquired brain injury, Parkinson's Disease, a range of common lower and upper limb fractures, CVAs, and Peripheral Vascular Disease, including upper limb and lower limb amputees.

More recently, Emma has worked as a senior occupational therapist for Central and North West London NHS Trust, in a Community Older Adults Mental Health Team, alongside her private occupational therapy and case management work. She provided care coordination and occupational therapy intervention for clients with a range of functional and cognitive mental health disorders. Many clients had multiple comorbidities, borderline mental capacity, and were at risk of self-neglect, suicide and self-harm. Her clinical caseload included working with clients with depression, anxiety, dementia, psychotic illnesses and bipolar affective disorder. She provided detailed care plans, risk assessments, and a range of cognitive, mood, balance and functional assessments and interventions.

Emma's breadth of experience as an occupational therapist and rehabilitation case manager has resulted in her having specialist experience in the management of complex orthopaedic problems, upper and lower limb amputations, cognitive difficulties, pain management and mental health conditions, including depression, post-traumatic stress disorder and generalised anxiety.

Emma has worked with many clients within her NHS role with multiple comorbidities and borderline mental capacity. She has managed complex discharges, many of which had high levels of risk attached. Her skills gained within her mental health role have been helpful in working, as a case manager, with clients who are experiencing psychological distress and post-traumatic stress after an incident.

Education & Qualifications

- BSc (OT)
- BSc (Sociology and Human Resource Management)

Memberships & Registrations

- British Association of Occupational Therapists
- Health and Care Professions Council
- CMSUK
- COTSIPP



Emma was effective and progressive in the case for our client.

Instructing Party

Emma is a marvellous person. She has never made me feel less than confident in her abilities. She is kind, compassionate and above all caring. I have total confidence she is doing the very best for me and that in itself helps me to get through this very stressful time.

Client

Emma has been supportive thought out my ordeal. She has had things action-ed without delay. I would recommend her to anyone.

Client



Florence Hing

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the knee | Below the knee | Partial | Toe | Upper limb

Brain Injuries

Acquired Brain Injury | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder | Visual or Hearing difficulties

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress



At a glance

Florence has led a number of NHS Trust clinical teams in London. As a case manager, Florence is passionate about supporting clients with complex needs and has the ability to problem solve to enable clients to meet their goals in often challenging circumstances. Florence is able to identify client motivations and hone rehabilitation programmes to maximise the client's potential. Florence is known for 'thinking outside of the box' to overcome barriers to rehabilitation.

Florence's expertise extends to a wide range of specialist areas including; acquired brain injury and neurological disorders, complex orthopaedic injuries and amputation, spinal cord injury, chronic pain and subsequent mental health conditions. Florence is able to manage both adult and paediatric clients.

Florence is conscientious in working collaboratively with the client, the client's family, statutory and private MDT, and constantly strives to push the clients recovery forwards. Florence is experienced in identifying and managing risk and safe guarding concerns and maintains effective working relationships throughout the rehabilitation process.

Clients say that Florence keeps them informed and applaud her knowledge and reassuring nature.

Ages covered

18 years +

Location

London

Experience

Florence Hing is an experienced Physiotherapist based in London who works clinically both in the NHS and in private practice. Over the past 20 years her specialist interest areas have been and continue to be neurological conditions including brain injury and associated poly trauma, Spinal Cord Injury rehabilitation and management. She also has experience of falls and fall prevention, having worked across Tower Hamlets within falls services and has managed caseloads that include orthopaedic, medical, ITU, musculoskeletal outpatient and paediatric conditions and needs.



Florence Hing

Physiotherapist
Associate Case Manager

Experience

Working within neurological rehabilitation, Florence has knowledge of and experience of epilepsy, cognitive difficulties and learning disabilities, bilateral lower limb weakness and contracture development. In addition she is experienced in vestibular rehabilitation, canalolith repositioning manoeuvres, ergonomic assessment and women's health

Her career has been spent working across London at Whittington Health NHS Trust, Barts Health NHS Trust, Hounslow and Richmond PCT and Whipps Cross University Hospital. During that time she has led and managed clinical teams working in busy inner London discharge teams and worked with a large caseload of clients from a variety of cultural and socio-economic backgrounds.

Within her clinical caseload, Florence has a breadth of experience working in the community and community rehabilitation. She is currently clinical team lead for the Immediate Care Service in Islington, leading a team of therapists and nurses to deliver intermediate care services in both domiciliary and bed based settings.

Florence is particularly experienced in developing and coordinating community management plans for complex patients and acts as a professional resource for the rehabilitation and discharge teams as well as the wider Adult Community Directorate. She also has experience of setting up support worker packages on behalf of the client, developing therapy regimes and training support workers to integrate them into the client's family.

Due to the senior positions she holds, Florence is experienced in investigating incidents, developing services and working with a multitude of clinical and local authority teams such as social services. She is also knowledgeable of safeguarding concerns and is able to lead MDT's, deescalating conflicts within the team and within families to maintain effective working relationships throughout rehabilitation.

Education & Qualifications

- BSc (Hons) Physiotherapy
- BSc Pharmaceutical Chemistry

Memberships & Registrations

- Chartered Society of Physiotherapists
- Health and Care Professions Council



Keeps me informed and very knowledgeable, looking after all my needs. Very happy with service. Felt isolated and left on my own before Florence came on board.

Client

If there's any thing I don't understand, Florence will take the time to explain it, she always at the end of the phone. Enjoyed being a part of bush & Co for my rehabilitation.

Client



Jasdeep Singh

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue Injury/Joint

Medical Needs

Oncology | Palliative Care

Post-surgical/Post-operative Conditions

Psychological

Depression | Stress

Sensory Impairment

Maxillo Facial | Ophthalmology | Sensory Integration / Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Tissue Viability | Wound Care

Spinal injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Ages Covered

18 years +

Location

Croydon

Experience

Jasdeep currently works as senior band 7 rapid response physiotherapist at Croydon NHS Trust, performing detailed assessments of a highly complex and diverse range of patients to formulate individualised physiotherapy treatment plans and programmes based on appropriate and realistic goals. This role includes continually reassessing patient progress, adapting treatment plans accordingly, and developing discharge plans. As well as working closely with the multi-disciplinary team and other health and social care services to ensure a good continuity of care.

He is skilled in using a wide variety of physiotherapy techniques to support patient short term and long term goals for example, manual therapy, electrotherapy, exercise therapy, and

At a glance

Jasdeep is an experienced physiotherapist, qualifying in 2008, with a background working within the NHS and community settings as well as private practice; supporting clients following brain injuries, respiratory conditions and complex orthopaedic injuries.

He is an advocate of patient education and the knowledge sharing within a client's support network to ensure the best outcomes. This includes expectations post-injury as well as specific training on wheelchairs and aids to promote independent living. Through his extensive clinical experience he is also experienced in home assessments and understanding the barriers to safe living post-injury as well as where minor and major adaptations are in the best interests of the client. Where adaptations are not possible, Jasdeep is able to adjust clinical intervention and recommendations accordingly.

As a case manager and clinician, Jasdeep shows empathy and sensitivity allowing him to build positive, enabling relationships, vital when an individual has barriers to understanding. He also has experience of supervising junior staff and students.

Additional Languages

- Hindi
- Punjabi
- Marathi
- Urdu



Jasdeep Singh

Physiotherapist
Associate Case Manager

Experience

respiratory physiotherapy as appropriate for each patient. In addition to being an associate case manager and rapid response physiotherapist, Jasdeep also has experience of working with brain injured clients at Sweettree Home Care Services as part of their multi-disciplinary team; aiding the rehabilitation for patients with cognitive and physical impairments. Within this role Jasdeep had close communication with clients and their families. This involved using skills where clients have difficulties in communication for example hearing loss, diminished sight, depression, speech problems, cognitive impairments, memory loss, behavioural problems and pain.

Jasdeep began his career as a physiotherapist at Risk Care Multispeciality Hospital and ICU in India where he co-ordinated delivery of the care for patients with Chronic Obstructive Pulmonary Disease (COPD), Bronchiectasis and various other chest conditions in pulmonary rehabilitation setting, outpatient setting and community setting. During this time he became skilled at administering chest physiotherapy techniques such as suctioning, postural drainage, spirometry, breathing exercises, coughing and huffing techniques and Nebulisation to improve respiratory functions. As well as delivering oxygen therapy and non-invasive ventilation as and when required.

Education and Qualifications

- Bachelors of Physiotherapy, Rajiv Gandhi University of Health Sciences
- MS. Advanced Sports Therapy and Rehabilitation Science, Teesside University, Middlesbrough.

Memberships and Registrations

- Chartered Society of Physiotherapy
- Health and Care Professions Council



Maninder Vaid

Physiotherapist

Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | Disorders of Consciousness | Mild Brain Injury | Post-Concussion Syndrome | Stroke

Birth Injury/Developmental Delay

Cerebral Palsy | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

Sutton

Experience

Maninder is a highly specialist physiotherapist with 20 years' experience working in the NHS and private sector specialising in neurological conditions, trauma orthopaedics, elderly care and complex injury rehabilitation.

She currently works clinically in home-based rehabilitation for the Central London Community healthcare NHS Trust where she is responsible for the assessment of rehabilitation needs and care for clients with complex injuries and conditions including neurodegenerative disorders, stroke and musculoskeletal conditions. Maninder is able to support with regaining outdoor and indoor mobility, stairs, transfers including manual handling and referral to other services. Within this role Maninder gained extensive experience of the transfer of care between

At a glance

Maninder Vaid is a highly experienced physiotherapist with over 20 years working in the NHS and private sector. Maninder's specialisms include supporting clients with acquired brain injury, major trauma and post-surgery conditions including upper and lower limb amputation, chronic pain and psychological disturbance.

Maninder continues to develop and maintain her clinical skills with her current work within a London NHS Trust and brings her clinical expertise into her role as associate case manager. Maninder is accomplished at assessing individuals with complex injuries and needs, and is able to provide evidenced-based client focused recommendations. Maninder is experienced in formulating care plans and coordinating services from hospital discharge to community settings, navigating both statutory and private services.

Maninder has a warm and enthusiastic personality and quickly develops strong professional relationships with clients and the MDT. Maninder enjoys helping clients to overcome their challenging circumstances and helping them to achieve their goals. Maninder has worked across numerous clinical areas in her career from neurological, orthopaedic, rapid response, falls, and coordinating complex care packages. Her knowledge base enables her to assess and think holistically about the needs of the client and provide practical achievable solutions.



Maninder Vaid

Physiotherapist

Associate Case Manager

Experience

community services and acts as a link role between these services including regular joint working, assessment and feedback.

Within the Enhanced Rapid Response and Supported Discharge Team at Guy's and St Thomas' NHS Foundation Trust, Maninder provided specialist assessment and treatment with the aim of preventing hospital admissions, providing therapy input to clients discharged from hospital and formulating care plans for double handed clients to reduce social care packages. She was also responsible for band 6 physio, OT and rehab assistant supervision.

Previous clinical roles have seen Maninder support clients with orthopaedic, respiratory, neurological, musculoskeletal, stroke, geriatric and general mobility problems. She has worked across a number of pathways including falls, rapid response, rapid therapy and A&E. She is excellent in creating supportive and engaging relationships with clients and their family during the period of assessment, treatment and transfer of care; supporting informed decisions.

Working in community healthcare, Maninder is confident within the home environment in providing assessment and in particular falls assessment. She is also highly experienced in establishing and coordinating complex care packages through her work with Intermediate Care, multi-agency liaison and is experienced in the training of care staff and family members of clients who has suffered a brain injury.

In addition to English, Maninder can also communicate in Hindi and Punjabi.

Education and Qualifications

- Bachelor of Physiotherapy

Memberships and Registrations

- Health and Care Professions Council
- Chartered Society of Physiotherapy

Additional Languages

- Hindi
- Punjabi



Mitul Thacker

Physiotherapist

Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Toe

Brain Injuries

Acquired Brain Injury | CVA
Disorders of Consciousness |
Epilepsy | Mild Brain Injury |
Neurodegenerative Disorders |
Stroke | Traumatic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Major Trauma/Poly Trauma

Internal Injuries | Respiratory
Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health |
PTSD | Stress

Sensory Impairment

Maxillo Facial | Ophthalmology |
Vestibular Disorder | Visual or
Hearing Difficulties

Skin and Tissue

Plastics | Tissue Viability |
Wound Care

Spinal Injuries

Cauda Equina Syndrome |
Complex Spinal Cord Injury |
Partial Spinal Cord injury |
Spinal Fractures

Ages Covered

18 years +

Location

Stanmore

Experience

Mitul is a highly specialist physiotherapist with a diverse clinical background within the community, NHS hospital settings and in-patient private rehabilitation settings. He has extensive experience in supporting clients following brain injuries, Musculoskeletal, Orthopaedic and soft tissue injuries to both lower and upper limbs.

Mitul has a passion for working with those living with neuro-respiratory, chronic respiratory and lung conditions as well as long-term ventilated clients. His surgical physiotherapy experience extends to ITU settings, post-operative surgical wards, oncology and neuro-rehabilitation.

Having served as a Band 7 physiotherapist at the Level 1A Brain injury Unit at NHS Northwick Park Hospital, Mitul has developed

At a glance

Mitul, is a highly specialist physiotherapist, who brings a wealth of experience across various healthcare settings including hospital, community and specialist rehabilitation units. His expertise extends to working with clients who have complex neurological conditions including brain and spinal cord injuries. He has extensive experience working with client with orthopaedic/musculoskeletal and soft tissue injuries to both lower and upper limbs.

Mitul is honest, open and transparent with clients to ensure effective communication with clients, families, and carers, facilitating engagement through various meetings and multidisciplinary team collaborations.

His inquisitive nature allows him to go the extra mile which then ensures a resolution is found for clients to gain the most from their rehabilitation and achieve their personal goals.



Mitul Thacker

Physiotherapist
Associate Case Manager

Experience

his skills and knowledge working with clients with cognitive, behavioural, physical and psychological needs following an Acquired Brain Injury. During his time there, Mitul was a key worker ensuring client goals alongside family views were valued and integrated into the rehabilitation programme. His adaptive communication skills and empathetic approach allows the client and their family to be put at ease and establish a rapport.

His varying roles from inpatient to community has reinforced a multi-disciplinary approach and a greater understanding of continuity of care. This is utilised within his case management roles at Birchwood Grange and Victoria care home. In addition Mitul leads on implementing therapeutic interventions and ensuring optimal medication management as well as postural management plans and falls prevention, care package needs, independent living.

In a part-time capacity at Imperial Trust as a Band 7 respiratory community physiotherapist, Mitul is engaged in cross-covering respiratory conditions between Charing Cross and St Mary's Hospital. His responsibilities encompass conditions like ambulatory oxygen therapy (AMBOT), asthma, and chronic respiratory issues, focusing on optimisation and self-management plans through assessments and rehabilitation. His surgical physiotherapy experience extends to ITU settings, post-operative surgical wards, oncology and neuro-rehabilitation.

Mitul remains current and clinically effective through CPD including Bronchiectasis management courses, Tracheostomy and advanced NIV study days and monthly journal clubs. He has also been a contributing author to a feasibility study exploring standard physical assessment measures within the Covid-19 population.

Education and Qualifications

- MSc Physiotherapy
- BSc Sports & Exercise Science
- ARTP Spirometry
- Edward Jenner Leadership Course
- Training Nutrition and Weight Management
- Training Client Psychology and Motivation

Memberships and Registrations

- Health and Care Professions Council
- Chartered Society of Physiotherapy[CJ1]
- Associated Chartered Physiotherapy Respiratory Care
- CMSUK

Additional Languages

- Gujarati



Sophia Osijo

Social Worker
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders

Brain Injuries

Acquired Brain Injury | CVA | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Ophthalmology | Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin & Tissue

Burns | Scar Management | Tissue Viability | Wound Care

Spinal Injuries

Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

At a glance

Sophia has extensive experience of working with children and young people following trauma and life-changing injuries or disabilities including amputees, brain injury, spinal and orthopaedic injuries. She has also worked with vulnerable adults where housing, benefits and psychological trauma were providing challenges and concerns.

Her clinical career has been spent supporting clients from within local authorities including Southwark Council Children's Assessment Team and Kent County Council as well as the private and voluntary sectors. During this time she has gained a wealth of experience operating within complex family dynamics.

Sophia has a calm and compassionate nature and is person centred in her approach when working with clients and their families. She is comfortable working with clients with a wide range of cultural and socio economic backgrounds and maintains professional boundaries whilst remaining empathetic.

Ages Covered

From birth

Location

London

Experience

Sophia qualified as a social worker in 2019 and has built up extensive experience of supporting children, young people and their families in front-line social work roles and crisis situations within the community.

As a children and families social worker senior practitioner, Sophia was responsible for making best interest decisions for children, completing child and family assessments, working closely with multi-disciplinary networks including CAMHS, GPs and occupational therapists to make recommendations for additional support services and leading on strategy discussions, initial child protection as well as child in need and legal planning meetings.



Sophia Osijo

Social Worker

Associate Case Manager

Experience

Her case load has included supporting paediatric wheelchair users, those living with birth injury and severe disabilities as well as brain and spinal injury; ensuring thorough assessment of needs and recommendations of care packages of support for both children and their families. Her priority is to ensure as much independence as possible, where safe and appropriate for the young people she supports, the home environment is adapted and effective and psychological and emotional needs are also addressed. Within her roles she also has experience of supporting siblings within the home and community.

Sophia has extensive safeguarding experience including Section 47 investigations and making decisions as to what support is needed for the child and whether they are at risk or are likely to be at risk of significant harm due to their injuries or family dynamics. Sophia is confident in her clinical reasoning and best interest decision making, having chaired CIN meetings and mediation as well as attended MAPPAs and MARAC and EHCP annual reviews.

Advocating for families Sophia is able to assess and recommend housing adaptations or aids and technology including lifts, hoists and ramps. She has also arranged respite and short-breaks to ensure calm and stability within the family environment.

She is passionate about promoting anti-oppressive and anti-discriminatory practice and is a huge advocate for her clients and their needs as well as safety. Sophia also has experience in and knowledge of the fostering system.

Working as a social worker in first stage hostels, Sophia gained a wealth of experience in supporting vulnerable young people and adults where capacity was lacking or compromised through drugs and alcohol and supported with key work sessions and advocating for these people in benefits applications and moving into permanent accommodation.

Education and Qualifications

- BA (Hons) Social Work

Memberships and Registrations

- Social Work England
- CMSUK

A large, stylized tree graphic in a light beige color, composed of thick, curved lines forming branches and several simple leaf shapes. The tree is centered on the page and serves as a background for the text.

South East



Afis Atilola

Physiotherapist
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | Mild Brain Injury | Traumatic Brain Injury

Amputation/Limb Loss

Above the knee | Below the knee | Digit | Hand | Partial amputation | Toe | Upper limb

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder | Visual or hearing difficulties

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

18 years +

Location

Kent

Experience

Afis qualified as a physiotherapist in 2013 and since that time has gained a wealth of experience and knowledge of complex and severe acquired brain injury, complex musculoskeletal dysfunctions, respiratory and post-surgical complications, neurosurgery, poly-trauma, spinal fracture and maxillo-facial complications, working in acute clinical and community settings.

His career has seen him work to support the ethnically diverse population of London. Working as a specialist physiotherapist at Oxleas NHS Foundation Trust, Afis is a community rapid response assessor managing critically ill, poly-trauma and multiple co-morbidity patients. He routinely evaluates the risk of providing community interventions as opposed to acute hospital admissions and formulates rehabilitation plans and prognosis as well as discharge planning.



At a glance

With 10 years of experience as a physiotherapist and case manager, Afis has gained a wealth of knowledge in supporting adults with ABI, MSK, respiratory conditions, and post-surgery complications in both acute and community settings. Afis has a vast experience when it comes to assessing clients' needs due to his community roles as a rapid assessor. He is very a very personable and empathetic practitioner who likes to develop positive working relationships with his clients to promote engagement. Afis is able to work with complex Orthopaedic, TBI's and amputee adult clients.

Instructing parties comment on the balance within and quality of his reports as well as his specialist knowledge, speed of response and dedication.



"I was very impressed with the quality of this report. It struck a really good balance on the client's immediate needs, whilst acknowledging where it is difficult to determine what may happen in the future (e.g. with the vocational aspect)."

-Instructing Party



Afis Atilola

Physiotherapist
Associate Case Manager

Experience

Afis has the ability to understand the most effective communication approaches when working with complex and severe acquired brain injured clients and understands the importance of adapting environments to support people with challenging behaviour to engage in rehabilitation.

As a senior rotational physiotherapist at Barts Health NHS Trust, Afis gained experience of critical care, neurosurgery, orthopaedics, the amputee community and musculoskeletal conditions and injuries. During this time he worked with a large caseload of acute clinical presentations and managed patients on surgical, vascular amputee and orthopaedic and neurosurgical wards. Further roles include experience of complex respiratory and post-surgical complications where he has knowledge of prioritising interventions, progressing goals and specific knowledge of the selection, provision and evaluation of airway clearance techniques and devices.

His knowledge of respiratory conditions includes and the interventions required include Nippy Clearway (Cough assist), IPPB, MHI, Manual techniques and EzPAP and has sound understanding of the protocol-based neurosurgical interventions of acute patients and how they often present barriers to treatment.

Afis has worked with COPD patients within community settings to help promote health independence and remove the reliance on nebulisers. Within the community he has also worked on falls prevention awareness and health education to prevent hospital readmission and limit post-operative complications including muscular atrophy and joint stiffness.

Afis has extensive knowledge of aids, equipment and required adaptations to reduce risk of falls and encourage independent, safe living. He is also knowledgeable of when to refer for additional client support and district nursing intervention.

Education & Qualifications

- BSc (Hons) Physiotherapy

Memberships & Registrations

- Health and Care Professions Council
- Chartered Society of Physiotherapy



“Afis has been fantastic since being appointed as Case Manager on an amputation Client of mine. He’s really impressed me with his dedication, specialist knowledge, speed of response, and the preciseness of the information that he gathers together to help explain his rehab recommendations. Thanks for recommending him to me!”

Instructing Party



Anne Armitage

Occupational Therapist
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Major Trauma/Poly Trauma

Respiratory | Internal Injuries

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment Vestibular Disorder | Visual or Hearing Difficulties

Psychological

Depression | PTSD | Stress

Ages Covered

18 years +

Location

Oxford

Experience

Anne qualified as an occupational therapist in 1995. Over the last 28 years, Anne has developed her knowledge and skills working with adults with a variety of neurological conditions and trauma, and specialising in acute stroke, acquired traumatic brain injury and related rehabilitation. She also has experience within emergency departments and neurosciences settings as well as oncology, palliative care and caring for the elderly; both medical and surgical conditions.

Anne has experience of working in the NHS, social services, charitable organisations and community rehabilitation. She has held senior occupational therapy roles, including head of service at John Radcliff Hospital Oxford, Churchill Hospital Oxford and Radcliffe Infirmary Oxford and Horton Hospital.

As an occupational therapy lead, Anne was a clinical expert for the occupational therapy team in acute physical disability. She was responsible for service developments, recruitment and team development, ensuring it was fully integrated with physiotherapy. Within the private sector Anne has experience of the design of complex rehabilitation goals and overseeing rehabilitation programmes for adults with acquired and

At a glance

Over her 23 year career as a dedicated occupational therapist, Anne has established a wealth of knowledge when it comes to working with adolescents and adults who have a variety of complex neurological conditions; particularly specialising in acute stroke and acquired traumatic brain injury.

Anne is an accomplished and thorough case manager who is able to provide clear smart goal based rehabilitation programmes and achieve maximum rehabilitation recovery for her clients.

Anne's current caseload includes a wide range of client's with challenging and complex issues. One of her client's is living abroad in a warm climate as a part of his rehabilitation. Anne still manages to co-ordinate and oversee his rehabilitation whilst providing clear updates and goal plans to Instructing parties.

Anne is a passionate advocate for her clients and noted for the thoroughness of her rehabilitation planning. Instructing parties appreciate her expertise, motivation and energy. Clients comment on her ability to bring together effective MDTs.



The Case Manager has brought together an excellent rehab team to support me. She is also good at accessing funds quickly for any activities I want to do.

Client



Anne Armitage

Occupational Therapist
Associate Case Manager

Experience

traumatic brain injuries. She also has experience of working for charitable organisations and assessing the need for specialist equipment and as a community OT in Social Services assessing for home adaptations

Anne has successfully managed highly challenging clients and their families following an acquired traumatic brain injury and a range of neurological conditions. Anne supports clients in their rehabilitation management and has case management experience. This includes writing initial needs assessments for adults with complex disabilities and making recommendations for therapy goals, equipment and support packages for private clients and instructing parties.

She has extensive experience in negotiating, implementing and evaluating goal-directed, client-focused rehabilitation programmes. She links this with her experience of management, coordination of statutory and private care and/or therapy services and the management of support staff.

Anne confidently and swiftly builds supporting and therapeutic relationships with clients which allows a successful rehabilitation programme to be implemented. She is skilled at sensitively alternating her communication to enable effective communication with both clients and professionals.

Anne undertakes comprehensive holistic assessments of need making recommendations for intervention that will assist clients to reach their maximum level of independence.

As an occupational therapy and care expert witness, Anne provides specialist assessments and reports for claimant or defendant parties on behalf of clients with acquired brain injuries.

Anne remains clinically relevant and current through ongoing CPD and training including Bobath and cognition and perception training.

Education and Qualifications

- BSc Occupational Therapy

Memberships and Registrations

- British Association of Occupational Therapists
- Health and Care Professions Council
- Royal College of Occupational Therapists – Specialist Section Independent Practice
- Neurological Special Interest Group of Occupational Therapy
- BABICM



Anne took over the case mid-way from a different rehab supplier. She has brought with her motivation and energy for the claimant and her expertise has brought momentum to an otherwise stalling case. Anne is an excellent case manager. Really high calibre and would always want her on other cases.

Nicholas May, Allianz

Very happy with CM input and how things are set up and are running smoothly.

James Berry, Hodge, Jones & Allen



Beatrice Badze

Occupational Therapist and Social Worker
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue Injury/Joint

Psychological

Depression | Mental Health | PTSD | Stress

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

At a glance

Beatrice has worked with extremely vulnerable people throughout her career which has made her an excellent advocate for children, young people and adults following major trauma and those living within complex family dynamics.

She is calm, supportive and experienced in a personalised, safe approach to regaining independence and improving quality of life.

As a dual qualified occupational therapist and social worker, Beatrice specialises in supporting clients following adverse life or traumatic events, including but not restricted to, work-placed incidents and road traffic incidents. She is adept at leading MDTs and ensuring her clients' are appropriately managed in terms of their care and rehabilitation needs.

Ages Covered

12 years +

Location

Worthing

Experience

Beatrice has a strong background in supporting clients with an offending background and those in low and medium secure settings as well as prisons, many of whom are living with a traumatic brain injury. This has given her valuable experience in supporting clients from diverse backgrounds and where complex mental health challenges are in place. She has become highly experienced in risk assessment and management, care planning, MoJ report writing and working with those suffering from personality disorders, psychosis, anxiety, stress and depression together with comorbid conditions.

Working with clients within an orthopaedics occupational therapy team, Beatrice gained valuable experience in client assessment to determine equipment and home adaptation needs to ensure safe, independent living post-injury and is also skilled in assessing environmental risks, socioeconomic risks and the psychological impact ill health can have on achieving a sense of self and purpose.

Earlier on in her career, Beatrice worked with people living with long-term conditions including HIV and was responsible for



Beatrice Badze

Occupational Therapist and Social Worker
Associate Case Manager

Experience

encouraging engagement with work, support groups and the community to enhance quality of life and independence. Her case load often included clients struggling with substance misuse and physical health disabilities and she acted as an advocate for their needs and rehabilitation.

As a social worker, Beatrice has experience of working with children and young people, conducting family assessments to determine risk of significant harm or children in need of support services. Within this role she developed analysis skills and became experienced in interpreting complex information and people's needs in order to formulate, monitor and review plans that families felt positive about in order for them to engage in making positive improvements to their circumstances and potential outcomes. She built exceptional relationship building skills with those of all ages as well as report writing for child protection conferences.

She also has experience of supporting unaccompanied young people protected within Immigration Law and the Children's Act 1989. In particular she supported young adults to maintain residential tenancies, apply for housing through the local authority and access education as well as attend immigration tribunals.

Education and Qualifications

- BA Social Work
- Registered Occupational Therapist

Memberships and Registrations

- Health and Care Professions Council
- Social Work England
- BABICM



Debbie Edler

Registered General Nurse
Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/ Processing Disorder

Skin and Tissue

Burns | Plastics | Scar Management | Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress



At a glance

Debbie has over 35 years' experience as a nurse with over 10 years working in complex community care across the south of England. Debbie has experience with children, young people and adults. She has extensive experience with specialised conditions along with assembling and training care teams for clients with ABI and complex conditions. Debbie has valuable experience with managing large complex caseloads and ensuring all areas of needs are being met. She also is highly experienced with arranging paediatric care plans with schools along with managing complex safeguarding needs.

Ages covered

12 years +

Location

Thattham

Experience

Debbie has over 35 years' experience as a nurse and for over 10 years she has worked in complex community care across the south of England. She has experience of working with children, young people and adults in assessment, care planning, assembling and training care teams for those who have injuries and conditions such as Acquired Brain Injury, spinal lesion +/- Autonomic Dysreflexia, Multiple Sclerosis, Muscular Dystrophy, Motor Neurone Disease and chronic respiratory disease.

Most recently, in community care, Debbie has specialised in working with children and young people with a number of conditions including severe autism, unstable epilepsy, Marfan Syndrome with associated respiratory involvement (including



I can be a bit shy with people and can take a lot to build the trust, but Debbie is very kind and welcoming and puts me at ease from the very start. She has been extremely helpful with helping with my needs and goes above and beyond. My solicitor has also commented to me saying she has never experienced a case worker like Debbie. She's very efficient and on the ball. Debbie has made a very positive input in my life.

Client



Debbie Edler

Registered General Nurse
Case Manager

Experience

trache vent), Dandy Walker Syndrome and Cerebral Palsy.

Debbie is highly experienced in managing large caseloads and in senior leadership roles has had the responsibility of setting up, managing and monitoring care plans alongside clients and their families; providing support and education. She is also highly experienced in working within schools liaising with teachers and parents or carers to develop paediatric care plans and emergency plans. She has experience of managing standards of care and risks as well and raising safeguarding concerns and working with local authority and police where necessary

Debbie is experienced in and knowledgeable of child transition phases and their changing needs as they become young adults and the continuing need for safe care. She is an advocate of early discussions to support the child and their family to consider transitions and educate them on what may change. One example is the change from support by a registered nurse to trained carers which can cause anxiety but other examples may also be the change around independence as the child grows up or the need for changes to equipment within the house. She works closely with parents who require information and the chance to talk through their concerns, which in turn benefits the child or young person. In understanding the process, Debbie can help the child and their family to develop a holistic, person-centred plan for all aspects of the child's needs including home, school/college, social activities, medical needs and care support.

As a clinician, Debbie has worked with many clients with learning disabilities, behaviour that is difficult to manage and epilepsy; knowledgeable of safeguarding, risk, seizures and the impact and trauma this can have on the whole family.

In addition to working with children and young people, Debbie has also worked extensively within end of life care and was involved in the set-up and development of a rapid response end of life care services within Oxfordshire. This saw her develop a service to provide fast responsive end of life care, enabling individuals to be discharged home within hours of assessment with appropriate, dignified and safe care in place.

During her clinical career, Debbie has also worked within orthopaedic rehabilitation on a spinal ward which involved working to daily rehabilitation plans. She also has experience of managing support teams for clients with spinal fractures including daily support with personal care and wearing a brace. In addition she has worked within intensive therapy units and adult medical and surgical nursing with specialist areas including oncology and endocrinology.

Education & Qualifications

- Registered General Nurse
- Registered Mental Health Nurse
- RMDip(he)

Memberships & Registrations

- Royal College of Nursing
- BABICM



Emma Jephcott

Registered General Nurse
Associate Case Manager

Injury/Condition

Major Trauma/Poly Trauma
Internal injuries

Spinal Injuries
Spinal fractures

Medical Needs

Oncology | Palliative Care

**Musculoskeletal/Soft Tissue
Injury/Joint**

Ages covered

18 years +

Location

Leicester

Experience

Emma is a registered general nurse with 20 years post-qualification experience, primarily in Trauma and Orthopaedics and Disability Assessment where she has held senior roles; gaining experience in the assessment, treatment and care of patients with serious and life-threatening or limb-threatening injuries. She has an in-depth understanding of serious injuries and the physical and psychosocial issues that clients and their families face following such events.

She has post-graduate qualifications and experience of tissue viability (wound care), working previously as a tissue viability lead nurse for a Trauma and Orthopaedic unit; offering advice and support to other staff in order to manage sometimes extremely complex wounds. In later roles, Emma worked in the field of disability analysis/assessment involving the holistic assessment of clients and the provision of high-quality reports.

Emma specialises in the assessment, treatment and review of clients who have sustained traumatic and life-changing orthopaedic injuries. She has excellent background medical knowledge in this area and makes sure she keeps up-to-date with new medical innovations so she can provide effective advice and support in accessing the very latest treatment options. Emma is highly experienced in managing complex cases where multiple agencies need to be involved in order to achieve



At a glance

Emma specialises in the case management of clients with poly trauma, musculoskeletal and orthopaedic conditions. She is highly experienced as a case manager, and through her work she also has experience of managing clients with life-threatening or limb-threatening injuries, and tissue viability problems.

Emma gives her clients tailored support throughout all phases of their rehabilitation and is mindful of all areas of their lives, including the home, community and workplace.

Emma is proficient in managing large MDTs, and instructing experienced therapy and rehabilitation providers to support her clients.

Emma is highly respected at Bush & Co, and known for her pro-active approach to work. She is diligent with regards to documentation, report writing and maintaining appropriate communication with instructing parties. She consistently receives outstanding feedback. Instructing parties state how proactive she is and comment on her knowledge of prosthetics and the role of a case manager and establishing client needs. Clients comment on how caring she is in difficult circumstances as well as how approachable and knowledgeable she is.



Emma Jephcott

Registered General Nurse
Associate Case Manager

Experience

the best outcome for the client. She is able to liaise between the client, their family, and any healthcare professionals involved to ensure that everyone is working towards the same goal.

Emma is an enthusiastic and knowledgeable associate case manager, who will always act as an advocate for the client, putting them at the centre of all interventions. She is passionate about her role and achieving maximum rehabilitation potential for all her clients, from the initial assessment until the end of the litigation process, and beyond.

She is known to be incredibly organised and to work well independently and as part of a team. She works well to tight deadlines if necessary, and her report writing skills are second to none.

Education & Qualifications

- Diploma HE (Nursing) with commendation - Registered General Nurse
- ENB N49 Tissue Viability
- Diploma in Disability Assessment

Memberships & Registrations

- Nursing and Midwifery Council
- Royal College of Nursing
- CMSUK



Very knowledgeable, caring person at a time of difficult circumstances for me. Easy to understand and information given. Very thorough and always willing to give advice, even outside of office hours.

Client

She is jointly instructed on an amputee case of mine. She has been extremely proactive introducing a company for rehabilitation and prosthetic input, a company for vehicle solutions as well as various therapists. I have not had to intervene or make suggestions regarding input at any stage, which is most uncommon. My client has been really impressed with her support and I wanted to convey these messages to you.

Instructing party

Emma has not been 'on my case' for long but took up the reins swiftly; it was evident that she had an understanding of the issues and was capable when we discussed options etc. She was very easy to work with. very pleased with the overall service.

Client



Georgie Payne

Physiotherapist
Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA | Disorders of consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion syndrome | Stroke | Traumatic Brain Injury | Hypoxic Brain Injury

Chronic Pain

Amputation/Limb Loss

Above the knee | Below the knee | Partial amputation | Toe

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal injuries | Respiratory

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

18 years +

Location

Southampton

Experience

Georgie is a highly experienced physiotherapist, having worked clinically as a specialist neurosciences physiotherapist within an NHS Major Trauma Centre; where she worked directly with clients with spinal cord injuries, acquired brain injuries and complex orthopaedic injuries. She also has experience of working with burns, elderly care, plastics, poly-trauma, respiratory conditions and stroke patients.

Throughout her clinical career, Georgie has been responsible for developing and implementing rehabilitation plans and ongoing patient care, liaising closely with healthcare services within the community and the wider multi-disciplinary team. She has also lead on complex discharge planning for patients with Spinal Cord Injury.

At the Spinal Cord Injury Rehab Unit at Salisbury District Hospital Georgie managed a caseload of clients who had suffered both complete and incomplete injuries including paraplegic and



At a glance

Georgie Payne is a highly experienced Physiotherapist who specialises in supporting clients who have sustained a spinal cord injury, acquired brain injury and complex neurological conditions. Georgie is also experienced at managing clients with complex orthopaedic injuries.

Georgie's experience allows her to be able to comprehensively assess clients' needs and ensuring all areas are addressed through the rehabilitation plan. She builds her rehabilitation plan meet the complex needs of her clients. Georgie is a very empathetic practitioner who does her best to advocate all of her client's needs.

Clients appreciate her responsiveness and her calm, friendly manner. Georgie treats people with dignity and respect and her clients find her really helpful. Instructing parties and treatment providers say Georgie is professional in everything she does.



"Georgie was extremely helpful and responsive throughout my recovery process. She had a lovely manner and would recommend her to anyone going through a similar rehabilitation process."

-Client



Georgie Payne

Physiotherapist
Case Manager

Experience

tetraplegic clients and tracheostomy clients including those with long-term ventilation needs. She is experienced in wheelchair referrals, goal setting and discharge planning as well as onward community team referrals as part of discharge planning.

As specialist neurosciences physiotherapist at University Hospital Southampton Georgie worked with Spinal Cord Injury and ABI patients from admission onto Neuro ICU and onto acute wards. Within Neuro ICU Georgie was responsible for the client's chest care needs and respiratory weaning plans for Non-Invasive Ventilation (NIV) and full intubation. In addition, Georgie completed ASIA assessments to assist the doctors involved in the client's care. Georgie has also worked with individuals with ABI and spinal cord injuries in rehabilitation settings and was involved with discharge planning and onwards referrals for therapy and care.

As a case manager she understands the challenges and barriers to rehabilitation within these client groups and is able to assess and provide appropriate rehabilitation plans and pathways to achieve maximum outcomes, including onward referrals for community therapy, inpatient rehabilitation, equipment, aids and adaptations.

Georgie has a wealth of skills in working not only with clients but with their families and support networks to ensure safe and suitable discharge from inpatient settings to facilitate independent living and reintroduction into a client's community. She is experienced in emergency and critical situations and has been involved in On Call Physiotherapy services. Previous physiotherapy roles have also included working with the elderly and within cardiothoracics, burns and plastics; assessing patients and managing caseloads.

Her vast knowledge has seen her supervise junior colleagues as well as providing clinical education for which she has recently received a nomination for a clinical educator award at Winchester University.

Education & Qualifications

- BSc (Hons) Physiotherapy

Memberships & Registrations

- Chartered Society of Physiotherapy
- Association of Chartered Physiotherapists in Neurology



"My partner and I have very high regard for Georgie. This is shown through her friendly, approachable and compassionate manner whilst maintaining her neutral status. This is usually evidenced by a full explanation of the situation regarding managing our expectations of what we have requested. Although Georgie is primarily representing me, my partner is often involved in the discussions, during the home visits, and Georgie is always responsive to needs regarding the impact of my injuries and loss, to our family. The guidance and information Georgie has provided has helped us make informed decisions with regard to processes, requests, signposting and general advice. On a personal note, we really like Georgie as a person and are very impressed by her professional manner. Having a Case Manager has really taken the burden off our shoulders during this extremely impactful moment in our family life. We could not have managed any aspect of this, without the help of a Case Manager. We have found this to be very supportive of our needs and thank Bush & Co for this service. Irrespective of whomever engaged your services, we have been given a lot of support in all areas with due regard to the neutral environment of that support."

-Client



Helle Jensen

Occupational Therapist
Associate Case Manager

Injury/Condition

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Genetic Disorders | Hypoxic Brain Injury

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Hand and Upper Limb Injury

Brachial Plexus

Major Trauma/Poly Trauma

Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Sensory Integration/ Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Tissue Viability

Spinal Injuries

Complex Spinal Cord Injury | Partial Spinal Cord Injury

Ages Covered

From birth

Location

Surrey

Experience

The majority of Helle's clinical career has been spent working at The Children's Trust supporting children and young people following ABI in the roles of occupational therapist, client liaison lead, clinical researcher and lead clinical assessor. She has a special interest in fatigue and disorders of consciousness in children living with ABI and has been involved in clinical research on this.

As a member of the occupational therapy team (Band 7 specialist OT) at The Children's Trust, Helle has over 14 years' experience managing a caseload with varied neurological conditions including Cerebral Palsy, TBI, hypoxic brain injury, disorders of consciousness and spinal muscular atrophy. Helle has extensive experience working as a part of a large MDT as well as liaising with external providers. Whilst working at The Children's Trust, Helle supported children and young people to work towards their goals using evidence based interventions. She has experience in upper limb splinting and rehabilitation, functional independence, identifying equipment for CYP with complex physical needs, assessing responses to sensory stimuli, powered mobility and more.

As lead clinical assessor, Helle assessed clients referred to the

At a glance

As an occupational therapist working predominantly with children and young people, Helle has held a complex case load covering ABI and neurorehabilitation across clinical settings including The Children's Trust, Ashford and St Peter's Hospital NHS Trust and private services.

As a case manager, Helle is able to take on cases including clients with the following injuries or needs: birth injury, developmental delay, brain injury, spinal cord injury, polytrauma, hand and upper limb injury, medical needs, sensory impairment or psychological injury.

Helle is a kind hearted and compassionate person who is able to adjust her approach to meet the requirements of the people she comes in to contact with. She is passionate about supporting children and their families to ensure they are appropriately guided with respect to all aspects of their care and rehabilitation.



Helle Jensen

Occupational Therapist
Associate Case Manager

Experience

Trust, liaising with NHS England, Integrated Care Boards and local community team to secure funding requests for children and young people. Alongside this Helle was a clinical researcher at the Trust where she was involved in patient and public involvement, working with families throughout rehabilitation.

Following qualification, Helle's clinical rotations across four years were spent at Ashford and St Peter's Hospital NHS Trust working through adult physical acute and rehabilitation, acute and community mental health, trauma and orthopaedics wards, medical assessment units and A&E.

Helle has presented at conferences during her career including CYPDF conference presenting on fatigue and The Children's Trust Research Day where she presented on the disorders of consciousness pathway. She has also been involved in poster presentations within her clinical roles including evidenced informed practice, disorders of consciousness, predicting mobility goal attainment for children and young people with ABI and fatigue.

Education and Qualifications

- BSc (Hons) Occupational Therapy
- HEE Research Internship
- Sensory Modality Assessment and Rehabilitation Technique
- Assessment of Motor and Process Skills
- Cognitive Orientation to Daily Occupational Performance Approach

Memberships and Registrations

- College of Occupational Therapy
- HCPC
- BABICM



Jumi Adegbola

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb Amputation

Brain Injuries

Acquired Brain Injury | Epilepsy | Mild Brain Injury | Post-concussion Syndrome | Traumatic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | PTSD | Stress

Sensory Impairment

Maxillo Facial | Ophthalmology | Vestibular Disorder

Skin and Tissue

Burns | Plastics | Scar Management Tissue Viability | Wound Care

At a glance

Jumi is an experienced occupational therapist having worked within both hospital and community settings, caring for clients living with complex orthopaedic injuries and fractures, neurological conditions, respiratory conditions and strokes. She is also experienced in emergency care, working within A&E departments.

Her clinical career has been spent supporting clients from within the NHS and the community including experience of working with young people to support mental health needs and complex social needs; setting goals in line with care plans and liaising with child protection, CAMHS and other health and social services.

Jumi has an empathetic nature and works with a person-centred care and collaborative approach to help clients' achieve their goals.

Ages Covered

18 years +

Location

Chatham

Experience

As a senior occupational therapist within the Dartford and Gravesham NHS Trust, Jumi works in collaboration with physiotherapists to provide rehabilitation to trauma and neurological patients and determine suitability for inpatient rehabilitation. She is highly specialist in assessment of need, including function and living and social situations and is knowledgeable in community support services to facilitate packages of care.

Following assessment, Jumi is able to quickly establish needs within the home including both minor and major home adaptations and is able to support clients with falls prevention, seating and postural care, wheelchair and scooter prescription and training and Assisted Daily living assessments.

As a case manager and community occupational therapist, Jumi is experienced of accessing services in line with available funding and is confident in advocating for the client where referrals to services such as speech and language therapy are required to support



Jumi Adebola

Occupational Therapist
Associate Case Manager

Experience

rehabilitation outcomes. She is confident working with families to educate on equipment and set expectations around rehabilitation as well as establishing appropriate packages of care within the home including single-handed, double-handed and 24 hour/overnight care. She is also able to assess and recommend intervention and anxiety management for clients with respiratory conditions.

Previous clinical roles have given Jumi experience in assessing people within emergency care settings, including A&E, where she is able to determine immediate needs and appropriate discharge pathways; anticipating future care needs or changes in social and housing situations which may put clients at risk.

As an experienced senior clinician, Jumi has experience of management and supervision of junior staff and has implemented referral criteria and protocol for A&E doctors and post-operative questionnaires for families to assist with discharge planning.

Education and Qualifications

- Masters of Occupational Therapy
- BSc Applied Science
- Cognitive Rehabilitation Therapy
- Practice Educator

Memberships and Registrations

- Member of the Royal College of Occupational Therapy
- Registered with the Health and Care Professionals Council



Liz Gwynne

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss
Hand | Partial

Chronic Pain

Hand and Upper Limb Injury
Brachial Plexus | Rotator Cuff
Tear (Partial or Complex)

Major Trauma/Poly Trauma
Internal Injuries | Respiratory
Conditions

**Musculoskeletal/Soft Tissue
Injury/Joint**

Psychological
Depression | Mental Health |
PTSD | Stress

Skin and Tissue
Burns | Plastics | Scar
Management | Tissue Viability
| Wound Care

Ages Covered

18 years +

Location

Surbiton

Experience

Liz's clinical career spans the NHS and private practice where she has held various therapist roles including hand therapist, clinical lead and occupational therapist.

As an independent occupational therapist with The OT Practice and Obair, Liz specialises in upper limb rehabilitation; carrying out assessment and treatment for a diverse case-load including work-related injuries and road traffic accidents, addressing orthopaedic injuries, amputations, polytrauma and burns.

Driven by evidence based-practices, Liz develops creative, personalised solutions to enhance a client's quality of life. She actively explores and integrates specialised, adaptive equipment and technology to empower her clients, enhancing their independence in daily activities. She is experienced in performing risk assessments to identify and mitigate potential safety hazards within client environments and suggesting modifications to boost functionality and safety. Additionally, Liz places a high priority on safeguarding, consistently updating and refining care plans to protect her clients from potential harm.

In her practice, Liz sets clear, achievable goals with her clients, defining specific, measurable, and time-bound objectives that match both the therapeutic needs and the client's personal

At a glance

Liz is an experienced occupational therapist with experience in supporting clients following orthopaedic injury, amputations/limb loss, polytrauma and burns.

As a case manager, Liz is a strong advocate for clients' independence and is highly knowledgeable in navigating the integration of assistive technology and home adaptations to enhance the quality of life for her clients. Her evidence-based approach ensures optimal client outcomes, focusing on comprehensive risk assessments and safeguarding.

Having spent many years supporting clients with life changing injuries following major trauma and accidents, Liz is adept at managing complex situations and navigating changing rehabilitation pathways as well as the litigation processes.



Liz Gwynne

Occupational Therapist
Associate Case Manager

Experience

goals. She closely monitors these goals, adjusting the treatment plan based on progress and feedback. This approach ensures effective and efficient rehabilitation, supported by proactive communication with healthcare teams and families to maintain a safe and supportive environment for all clients.

Throughout her career she has built strong relationships with providers, charities and public sector services to secure comprehensive support systems on behalf of her clients.

As clinical lead at GripAble Ltd, Liz managed a interdisciplinary clinical team focussed on digital assessment and gamified training for upper limb rehabilitation throughout the care pathway for musculoskeletal and neuro rehabilitation. Leveraging her clinical expertise and integrating insights from different specialists she has contributed to product development and company objectives to enhance the experience and outcomes of clients.

As a hand therapist across a number of healthcare settings, Liz focused on assessment and treatment of hand disorders, injuries and post-operative cases requiring rehabilitation. She played a key role in establishing and advancing a new hand therapy service at St Anthony's Hospital (Spire Healthcare). Her collaborative efforts with consultants and building strong multidisciplinary relationships were crucial in achieving continuity of care.

Prior to qualifying as an occupational therapist, Liz worked within community mental health, focusing on advocacy and support for people with severe and enduring mental health challenges. She supported clients to stabilise and improve their daily living and overall wellbeing through targeted therapeutic interventions.

Liz has been involved in producing a number of research literature and presentations and throughout 2023 and 2024 was a guest lecturer at Bedford University in An Introduction to Hand Therapy.

Education and Qualifications

- BA Health Studies & Psychology
- BSc Occupational Therapy
- BAHT Level 1 & 2

Memberships and Registrations

- Health and Care Professions Council
- British Association of Occupational Therapy
- British Association of Hand Therapy
- CMSUK

Research and Presentations

- Abdul Mutalib, S., Sharma, D., Pike, S., Gwynne, L., Hyde, S., Morehouse, J., Davey, H., Edwards, L., Douglass-Kirk, P., Burdet, E., Goldsmith, N., Mace, M. (2024). "GripAble: Interrater reliability and normative grip strength of the UK population." *Journal of Hand Therapy*.
- Gwynne, L., Sharma, D., Jacobson-Petrov, J., Feretti, A. M. (2023). "Exploring GripStrength Assessment: From Tradition to Innovation." GripAble Webinar.
- Gwynne, L., & Goldsmith, N. (2022). "Objective Measures in Grip Strength in Telehealth: Is this possible?" American Society of Hand Therapists Annual Meeting (Webinar).
- Gwynne, L. (2002). "Gamified Therapy." American Society of Hand Therapists Annual Meeting, Washington, DC (Presentation)



Nigel Lishmund

Exercise Science Professional
Case Manager

Injury/Condition

Amputation/Limb Loss

Digit | Toe

Brain Injuries

Acquired Brain Injury | CVA |
Mild Brain Injury |
Neurodegenerative Disorders |
Post-concussion Syndrome |
Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Psychological
Depression | Mental Health |
PTSD | Stress

Ages covered

18 years +

Location

West Sussex

Experience

Nigel has over 13 years extensive experience of working with adults and young people with complex injuries. His experience includes working within the NHS, including hospital and community neuro rehab services. He began his clinical case management career in 2009 within the private occupational health sector working his way up to management level before moving into rehabilitation case management in 2012.

Nigel has worked extensively with clients from a variety of backgrounds and injuries and this has allowed him to gain a better understanding of the difficulties that clients and their families encounter following injury or trauma. This variation in employment has allowed him to focus on early intervention with employers in identifying potential barriers and recommendations in how to overcome them.

Nigel has a special interest in working with those with neurological injuries and those with chronic pain/CRPS. He has attended several CPD events to enhance his knowledge and to keep up to date with the latest developments in treatment and practice in these fields.



At a glance

Nigel Lishmund has over 13 years' experience of working with adults and young people with complex injuries. Nigel has worked within the case management industry for over 10 years and is vastly experienced with assessing clients' needs and how to address them. Nigel is very empathetic and creative with addressing any ongoing issues his clients are experiencing. Nigel is a strong advocate for ensuring any rehabilitation pathway is bespoke to his client's needs. Nigel is also a team leader of the employed case managers due to his vast experience in this sector.

Clients say Nigel is attentive, knowledgeable to their injuries, honest and respectful. He goes above and beyond to advocate for clients and instructing parties comment on his comprehensive INAs and responsiveness to communications.



Nigel has been very supportive and proactive.

Instructing Party



Nigel Lishmund

Exercise Science Professional
Case Manager

Experience

Nigel's roles have allowed him to become experienced in assessing individuals and their environments and identifying the best way to meet their needs. He is accomplished at assessing clients followed by in-depth reporting highlighting the difficulties and barriers and how to overcome them. He understands the need to show progress and therefore goal formulation is paramount to the continuous delivery of the intervention/therapy.

Nigel has expertise in supporting clients with the challenges that are present following a traumatic injury and ensuring they are part of the decision-making process. His ability to empathise, communicate and be creative with his thinking allows the client to feel confident that they are in excellent hands.

He maintains a professional knowledge through continuous professional development and utilises the latest clinical evidence to support assessment and practice.

Education & Qualifications

- BSc (Hons) Exercise Science

Memberships & Registrations

- CMSUK
- VRA UK
- British Association of Sport and Exercise Sciences



Nigel was fantastic. He identified a plan to help the injured party to reach the best level of recovery possible, and communicated regularly with me the progress on this and funding needs to make it happen.

Nick Donnelly, LV

Nigel went above the call of duty, he made dealing with every hospital, specialists, and everyone involved a smooth transition. Any query I had was immediately answered or if he something had to be confirmed with other parties, it was done instantly. I could not have asked for anyone better than Nigel to have dealt with my case. He is a true credit to your company and I will happily recommend not only the company but Nigel himself to help individuals like myself out there. I could not have come this far or have as much as he sorted without the tremendous amount of support I received. Thank you so much and continue the amazing work you do.

Client



Patience Gosha

Registered General Nurse
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | Mild Brain Injury | Post-concussion Syndrome | Traumatic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

Chatham

Experience

As a case manager, Patience is able to support tetraplegic clients following catastrophic injury in the home where there are bowel and bladder needs, tracheostomy care, PEG feeding and complete care needs for daily living. Patience is also experienced in working with non-verbal clients and working alongside the client, family and MDT to ensure communication is adapted and the client is understood and advocated for. She is also experienced in managing housing and education needs.

Patience understand the impact 24 hour care can have on parents and the importance of working compassionately in order to support family dynamics and feelings of loss and grief.

She ensures appropriate interventions are in place for the safety of the client and those around them and is experienced in care planning and leadership of support staff.

At a glance

Patience Gosha is an extremely experienced general nurse having worked across A&E, general wards and also out in the community as a senior sister.

Patience has a keen interest in catastrophic cases ranging from Tetraplegic clients to TBI. Due to Patience's vast experience she is also comfortable with taking on complex orthopaedic cases. Through Patience's career to date she has a strong understanding of care needs required to support clients along with their families.

Additional Languages

- Shona



Patience Gosha

Registered General Nurse
Associate Case Manager

Experience

Working within Accident and Emergency, Patience has the skills and experience in using sound clinical assessment skills and judgements to make a judgement on care and treatments in complex, fast-moving scenarios and is able to refer to additional support services, therapists and medical professionals in the best interests of the client.

Her roles within the NHS have not only developed extensive clinical skills but have positioned her to be highly experienced in safeguarding, patient involvement and family liaison. Patience has supported families and clients following major trauma, surgery and chronic illness and fully understands the importance of not only advocating for the client but providing support and information to families and carers to ensure the wellbeing of all involved to achieve maximum potential.

She is also experienced in supporting clients with skin conditions, joint pain, joint replacement, women's health and after care following procedures including hysterectomy and breast cancer, as well as pilonidal treatments, colposcopy and gastroscopy.

Education and Qualifications

- MSc Health and well-being - Distinction
- BSc (Hons) Interprofessional Practice
- Diploma in Nursing
- NCLEX RN Studies

Memberships and Registrations

- Nursing and Midwifery Council



Sarah Nelson

Physiotherapist
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

Ashford

Experience

Sarah is a registered Physiotherapist with a professional career spanning 19 years in both private and public health sectors in the UK and New Zealand with a focus on community rehabilitation.

Rapidly progressing and specialising in neurological rehabilitation she has a wealth of practical experience, transferable skills and knowledge. Particularly in the long term rehabilitation and management of complex, multifactorial, life changing conditions and has the understanding and expertise to assess for and implement holistic, interdisciplinary programs of care.

Sarah is highly skilled and driven to maximise the functional potential and independence of individual clients and has an

At a glance

Sarah's career as a physiotherapist spans over 19 years' in both private and public health sectors in the UK and New Zealand.

Rapidly progressing and specialising in neurological rehabilitation Sarah has a wealth of practical experience; particularly in the long-term rehabilitation and management of complex, multifactorial, life-changing conditions.

Sarah is highly skilled and driven to maximise the functional potential and independence of her clients and has an excellent ability to build the strong therapeutic and professional relationships necessary for long term success and effective care. Passionate in her work she provides ongoing support and evaluation of client centred goals focusing on important family and personal roles including returning to the workplace.

Sarah's recent caseload has included extremely complex presentations after catastrophic injuries. she has worked efficiently with MDT members to provide bespoke rehabilitation packages to meet individual need.

Sarah is empathetic yet thorough in her approach to supporting her clients to maximise their recovery.



Sarah Nelson

Physiotherapist
Associate Case Manager

Experience

excellent ability to form the strong therapeutic and professional relationships necessary for long term success and effective care. Passionate in her work she provides ongoing support and evaluation of client centred goals focusing on important family and personal roles including returning to the workplace.

Sarah has been working as a senior specialist in neurological rehabilitation for the majority of her physiotherapy career and up until 6 years ago maintained a hands on MSK side to her therapy.

Whilst at University her interest in neurology was sparked winning a Wellcome Trust grant to carry out research resulting in being part of two projects and a report presented at a neurological seminar. Graduating in 1998 The Wirral teaching hospitals gave her a fantastic platform to consolidate her training with basic grade rotations before specialising in neurology.

Highlights of her career include building and recommissioning a community stroke team including early supported discharge in South Shields which is a successful service to this day; running an MSK multidisciplinary clinic in NZ; massaging the All Blacks and being a Captain in the Royal Army Medical Core (Volunteers).

Sarah has extensive experience in a multitude of settings working with Multi and Interdisciplinary Teams of health professionals in long and short term rehabilitation focusing on progressive and non-progressive neurological conditions including mild traumatic brain injury, MS,PD, CVA, MND, FND and has experience with chronic pain due to traumatic/workplace injury or neurological events caused by misadventure.

More recently Sarah has worked as a specialist managing and treating complex and challenging cases particularly those with behavioural and functional/non organic elements and difficult family/social situations.

Education and Qualifications

- BSc (Hons) Physiotherapy

Memberships and Registrations

- Chartered Society of Physiotherapy
- Health and Care Professions Council
- CMSUK
- BABICM
- Association of Physiotherapists interested in neurology



Sarah was amazing. She was incredibly helpful throughout the whole process. I truly felt she had my needs first and foremost in her mind and was caring, understanding, knowledgeable, friendly and patient. I can't say enough about how brilliant I felt she was.

Client



Simeon Fender

Sports Rehabilitation Professional
Associate Case Manager

Injury/Condition

Brain Injuries

Epilepsy | Neurodegenerative Disorders

Chronic Pain

Hand and Upper Limb Injury

Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Maxillo Facial | Sensory Integration/ Processing Disorder | Vestibular Disorder

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Spinal Injuries

Spinal Fractures

At a glance

As a case manager and specialist in sports injury rehabilitation, Simeon supports those following musculoskeletal injury and fractures as well as poly trauma, pain management and psychological needs and an advanced practitioner.

Simeon is an approachable and empathetic case manager with a passion to progress matters with clients and advocate for their needs. He is friendly and able to build a rapport to strengthen professional relationships and support clients to be the best they can be. He understands the importance of regular communication with everyone involved in supporting the client, commits to regular updates and is confident in working within budgets and monitoring case expenditure; exploring both statutory and private services and interventions to best meet the needs of the clients.

Ages Covered

18 years +

Location

Kent

Experience

As a rehabilitation case manager Simeon is experienced in undertaking thorough assessments using a biopsychosocial approach to make appropriate recommendations followed by in-depth reporting. He is adept at rehabilitation planning; providing bespoke programmes to meet client needs on a case by case basis. He is an excellent communicator and a strong advocate for his clients; efficiently facilitating access to treatment, offering support, advice and guidance following injury. Simeon identifies gaps in service provision and is able to recommend additional clinical services, including psychological support such as CBT and EMDR trauma therapy, implementing services for home adaptations and equipment to ensure independent living and supporting individuals with pain, fatigue and sleep difficulties. He is also experienced and confident in working



Simeon Fender

Sports Rehabilitation Professional
Associate Case Manager

Experience

with large MDTs including OTs, physiotherapists, GP's, pain management specialists, psychologists, and orthopaedic consultants.

Due to the nature of Simeon's case load, he is experienced in supporting clients to return to work or into meaningful activity post-injury and identifying the most appropriate route back into the workplace, alternative roles within the same company, reasonable adjustments required, new career paths and signposting other relevant support services; working closely with employers and the client to ensure success.

Other clinical roles have been held within sports injury specialist clinics where he assessed movement and posture and provided treatments such as trigger pointing, PNF stretching and cryotherapy within the rehabilitation plan. He has also been a semi-professional footballer and is a qualified NASM level 3 personal trainer focusing on movement and postural analysis.

Education and Qualifications

- BSc Sports Rehabilitation and Injury Prevention

Memberships and Registrations

- VRA UK
- Certified Disability Management Professional



Victoria Tomkins

Social Worker

Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain injury | CVA | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Learning Disabilities

Sensory Impairment

Maxillo Facial | Ophthalmology | Vestibular Disorder | Visual or Hearing Difficulties

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

Ashford

Experience

Most recently, Victoria has worked as an independent social worker, advocate and best interest assessor. She was responsible for the assessment, review and recommendations tailored to individual needs and preferences, the application of relevant legislation frameworks and robust risk assessments, working with referrers to provide proactive and preventative social work services, the application of a creative approach to exploring and implementing support for the client, identifying short and long-term goals and promoting empowerment and self-advocacy with the overall objective to move through rehabilitation and into independent living. With this role, Victoria collaborated with health professionals, family, the third sector, statutory services and benefits agencies.

As a brain injury case manager with HeadFirst, Victoria supported clients through initial assessment of care, rehabilitation and case management needs, including assessing risk and put thorough clear plans in place. She acted as an advocate for her clients; building outstanding rapport and working relationships. She was also responsible for implementing and monitoring appropriate care regimes via agency/directly employed packages and providing support worker guidance and training. She was responsible for client support including awareness of brain injuries, equipment, housing, benefits, education and transport.

Working at HeadFirst, Victoria was also responsible for mental capacity assessments and supported care planning.

As a social worker, Victoria has also worked within various Local Authorities and Brain Injury Rehabilitation Units. At Hothfield Brain Injury Rehabilitation and Neurological Centre she worked as admission and discharge coordinator, alongside her social worker

At a glance

Victoria is a creative and curious social worker with a wealth of experience working within Local Authorities, in-patient brain injury rehabilitation and private services including advocacy and independent social work. She is particularly experienced in working within Court of Protection, benefit tribunal appeals and supporting those with Special Educational Needs (SEN) and the frameworks within this.

As a case manager, Victoria is able to support clients with acquired brain injuries and amputation and those needing support with physical, cognitive and emotional needs post injury. Victoria has worked as part of a wider multidisciplinary team alongside Physiotherapy, Occupational Therapist, Speech and Language and Psychology. Taking the lead for coordination of teams meetings, goal setting and monitoring progress towards their rehabilitation aims.

She is experienced in supporting clients in terms of housing, benefits, education and transport as well as ensuring all those involved, including the client are fully informed about their injury and their needs.



Victoria Tomkins

Social Worker

Associate Case Manager

Experience

role. She was responsible for pre-admission assessment, social work intervention within the assessment, treatment and rehabilitation of clients, supporting clients through the care pathway into less restrictive environments, signposting to additional services including the third sector, providing support and advice in respect of the Care Act and Mental Capacity Act with particular emphasis on safeguarding, advocating and discharge planning.

Her time working as an independent advocate at The Advocacy People so Victoria advocate for clients within Serious Medical Treatment, Change of Accommodation and Deprivation of Liberty (DoLS) Assessment decisions. She was the named RPR for a person subject to a DoL order and ensured human rights were protected and due regard was given to ensuring the least restrictive option is pursued. She also supported clients to access the Court of Protection to challenge their DoL via a section 21a of the Mental Capacity Act.

Within Local Authorities across Kent, Victoria assessed client need, supported planning and helped clients with benefits claims and referrals to outside organisations as well as the assessment and ordering of equipment to meet client need. She also identified safeguarding needs and where appropriate, managed any safeguarding and quality of care issues.

Within the service, Victoria was also responsible for benefit eligibility and accessing additional funding streams including grants and income maximisation.

Victoria remains current through CPD including Court of Protection, Practical and Legal Guidance for Assessing Capacity, Epilepsy Action: Supporting and Caring for People with Epilepsy, Trauma informed Interventions, Continuing Healthcare and Addressing Trauma in TBI to name a few topics.

Education and Qualifications

- Best Interest Assessor
- BSc (Hons) Psychology
- Post-Graduate Diploma Social Work

Memberships and Registrations

- Social Work England
- BABICM



South West



Alison Stephens

Registered General Nurse
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA |
Disorders of Consciousness |
Mild Brain Injury |
Neurodegenerative Disorders |
Post-concussion Syndrome |
Stroke | Traumatic Brain Injury

Amputation/Limb Loss

Below the knee | Digit | Partial
amputation | Toe

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory integration/
Processing Disorder |
Vestibular Disorder | Visual or
hearing difficulties

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome |
Partial Spinal Cord Injury

Psychological

Depression | Mental Health |
PTSD | Stress



At a glance

Alison has over 20 years' experience working with clients' who have sustained catastrophic and life changing injuries; 13 years of this were spent working as a specialist nurse within the neuroscience unit in Oxford. Alison specialised in neurology and neurosurgery and has worked in both acute hospital settings but also in community settings. Alison is able to comprehensively assess and make recommendations for the management of clients with long term conditions and complex care needs. Alison works to holistically to review the client, considering all their environmental and social needs. She also work closely with the families to ensure that all needs are addressed.

Alison has experience supporting clients with Disorders of Consciousness, and the specialist clinical requirements of these clients. She is passionate about ensuring their quality of life is prioritised and works to ensure they are given adequate opportunities to progress within their rehabilitation.

Through her work as a case manager Alison has built an extensive network of rehabilitation clinicians and resources, whom she trusts and has seen them support clients to achieve their goals. Working with clients who have sustained a catastrophic injury means that she is also able to navigate providing care, both through statutory services, the CCG and also via private providers.

Alison always keeps the client at the forefront of her recommendations and works to ensure that they are a heard voice within the process. She has a calm approach and prides herself on her communication skills. Clients comment on her care and support which brings them comfort.

Ages covered

18 years +

Location

Wiltshire

Experience

Alison's experience and know ledge base equips her with the ability to carry out comprehensive assessments, provide recommendations for treatment and care package provision whilst reviewing progress in relation to clients rehabilitation needs. Alison has experience with working with clients and families with complex care needs and is skilled at working collaboratively with a range of professionals to ensure the multidisciplinary needs of clients are addressed. Alison has considerable expertise dealing with clients and families who have been involved with traumatic and progressive life changing events; augmented by her BA (Hons) in Palliative Care. Alison has experience and qualifications in counselling and bereavement. Alison combines a naturally empathic style, with a skilful use of knowledge and a common sense approach to achieve effective outcomes for her clients and families, often in very challenging circumstances.



Alison Stephens

Registered General Nurse
Associate Case Manager

Experience

Alison has expertise in:

- Complex case management including brain injury, orthopaedic / multiple trauma, chronic disease management and palliative care
- Managing highly challenging clients and their families
- Assessing at a specialist practitioner level in relation to pain management and symptom control
- Assessing and providing recommendations in relation to cognitive impairment / function and rehabilitation
- Working in primary care, secondary care and the private sector and the ability to work across boundaries
- Management of domiciliary care services, and the implementation of care packages
- Managing and supervising therapists and support workers
- Experience in managing complex family dynamics including those involving safeguarding issues
- Experience in managing clients and families in relation to health loss and adjustment
- Experience of assessing and providing guidance for adults with anxiety and depression
- Accessing funding through private and statutory avenues
- Managing client held accounts
- Undertaking Immediate Needs Assessments for adults on both a single and joint instruction basis.

Education & Qualifications

- BA (Hons) Palliative Care
- Registered General Nurse

Memberships & Registrations

- Nursing and Midwifery Council
- Royal College of Nursing
- BABICM
- Member of UK Multiple Sclerosis Specialist Nursing Association



Having a caring and supportive Case Manager has helped us through a very difficult and stressful time and has been a reliable contact in times of difficulty, and the need for advice and problem solving. She has acted in our best interest and supported the welfare of the team providing the 'care support'.

Client

Alison has been of great help, a comfort and reliable.

Client



Kathryn Dack

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder | Visual or Hearing difficulties

Spinal Injuries

Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

12 years +

Location

Swindon

Experience

Kathryn is a senior chartered physiotherapist with a broad range of experience and special emphasis on musculoskeletal conditions and sports injuries. Her clinical career has been spent within hospitals, the community and private practice as well as in the Royal Air Force as a civilian working in the military and most recently in an industrial and occupational health setting.

Her clinical expertise include assessment and treatment of musculoskeletal conditions and functional limitations, workplace assessments and DSE ergonomic assessments, care and support within the home, pre-employment testing and assessment and physical demands assessment.

As a case manager, Kathryn is able to work with clients following musculoskeletal injuries, neurological injury, amputation and clients with long term health conditions/co-morbidities.

Case managing physiotherapy treatment for patients at IPRS



At a glance

Kathryn Dack is a senior Physiotherapist with a broad range of experience with MSK conditions through her career within hospital settings, the community and the Royal Air Force.

During her clinical career she has also gained extensive experience in the impact of injury on employment and returning to pre-injury roles.

Kathryn enjoys complex orthopaedic cases and this is supported by her strong assessment skills ensuring that all her client's needs are addressed through comprehensive rehabilitation plans.



This is an excellent report from Ms Dack and I fully endorse her proposals in the INA.

Instructing Party



Kathryn Dack

Physiotherapist
Associate Case Manager

Experience

Health Ltd, Kathryn was responsible for working predominantly with PMI clients, Vitality Health and Aviva but also industrial and occupational health clients. She also managed a clinical hotline for non-clinical staff and was involved in clinical training and CPD due to her extensive knowledge and skills.

As an assessment and rehabilitation specialist physiotherapist based within Honda Manufacturing, Kathryn is experienced in the impact of injury and rehabilitation within industrial workplaces and the needs of both the client and employer to return to work or meaningful activity.

Within the NHS, Kathryn has worked in outpatient and community services (including home visits) where she predominantly worked with the elderly and young, chronic sick patients where GP referrals were in place, following hospital discharge and responding to referrals from other health professionals where treatment is required in the home.

Her career within the Royal Air Force saw her work closely with those suffering with sports and training issues and supporting cadets as the first line medic and physiotherapist. She was also posted to a number of RAF hospitals carrying out in-patient care and rehabilitation.

Education & Qualifications

- BSc in Human Biology
- Graduate Diploma in Physiotherapy

Memberships & Registrations

- Health and Care Professions Council
- AACP (acupuncture)
- MLACP (medicolegal)



Louise Derrick

Registered General Nurse
Case Manager

Injury/Condition

Amputation/Limb Loss

Below the Knee | Digit | Toe

Brain Injuries

Acquired Brain Injury | Mild Brain Injury | Post-concussion Syndrome | Traumatic Brain Injury

Birth Injury/Development Delay

Acquired Brain Injury | Cerebral Palsy | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Maxillo Facial | Ophthalmology | Sensory Integration/Processing Disorder | Visual or Hearing Difficulties

Skin and Tissue

Plastics | Scar Management | Tissue Viability | Wound Care



At a glance

Louise is an experienced paediatric and adult case manager and nurse who is also certified in trauma informed practice and qualified in public health nursing with non-medical prescribing. Working with children, young people and adults, Louise is able to support clients and their families following traumatic brain injuries, complex orthopaedic injury and amputation/limb loss.

She is compassionate and has a strong ethos in supporting children, young people, adults and their families through positive case management pathways and is particularly experienced in treating multiple members of the same household. She holds strong connections and positive working relationships with excellent clinicians and therapists to ensure the clients' needs are at the centre of well-formed, passionate and competent MDTs.

Louise is also a BABICM Council member.

Ages Covered

From birth

Location

Bristol

Experience

As a case manager, Louise is experienced in pre and post-injury assessment of clients and their families and is able to evaluate and analyse clinical recommendations and requirements to ensure progressive rehabilitation and case management. She coordinates well with charities, GPs, NHS statutory services, local authorities and education settings to arrange EHCPs and service provision on a needs basis and ensures funding requirements consider the client as a whole to ensure independence and quality of life whilst remaining hypervigilant of cost management and effectiveness.

Additional experience includes supporting young people through



Louise Derrick

Registered General Nurse
Associate Case Manager

Experience

school and university following traumatic brain injury and supporting the management of daily living activities, self-care and fatigue support.

As a health visitor across Somerset Public Health, Louise manages a significant case load and was responsible for the improvement of the health and wellbeing of the clients and families in her care; reducing health inequalities and improving access to support from within the home, clinics and other healthcare settings.

This clinical experience has given Louise sound knowledge of physiological and psychological health needs, care planning, health campaigns, collecting, analysing and interpreting data, child protection and safeguarding processes (including decision making and multi-agency child protection case conferences) and acute and chronic illness and injury.

Louise has worked across a number of communities which has seen her gain knowledge and experience of supporting clients where substance misuse, poverty, domestic abuse and mental health conditions are prevalent and where risk assessment and monitoring is paramount.

In previous clinical roles, Louise has also worked within community care nursing as a staff nurse within rapid response community health for clients with a range of respiratory conditions as well as supporting vulnerable clients in chemotherapy and haematology day units across Bristol.

Education and Qualifications

- MSc Public Health Nursing
- Diploma in Higher Education Adult Nursing
- MSc Psychology (Currently studying)
- Basic Life Support
- Child Protection Level 3
- Community based approach to overcoming adverse childhood events
- Trauma informed in the workplace
- Understanding childhood anxiety
- FGM and Sexual Health
- Chemotherapy administration
- PICC line management
- Cannulation and Venepuncture

Memberships and Registrations

- Nursing and Midwifery Council
- CMSUK
- BABICM Council Member



Matt Bushell

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | Mild Brain Injury | Post-concussion Syndrome

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Ages Covered

12 years +

Location

Taunton

Experience

Matt has clinical expertise in both orthopaedic and neurological injury over the past 20 years. He has specialist experience in the management of amputees and complex orthopaedic problems in primary and secondary care; supporting clients in their rehabilitation management. This includes a range of clients with neurological conditions, complex orthopaedic problems and brain injury. Matt has extensive clinical and case management experience supporting clients with limb amputations and the management of high specification prosthetic and orthotic needs, alongside supporting clients with post traumatic symptoms.

As an experienced physiotherapist, Matt has worked in Accident and Emergency and Specialist Brain Injury Care Centres. He understands the difficulties and the pathway faced by many clients who sustain severe or life-changing injuries. Matt also has a Master's degree in the Psychology of Education and knows the importance of providing as much information as necessary to clients and their support network to optimise care and rehabilitation.

Working with clients following amputation and limb loss, Matt has experience across a range of ages and working with clients prior to amputation through to restoration of full independence. Therefore his involvement is often multifaceted. Specifically with children, he has worked with schools and colleges to help adapt the client's curriculum and learning to suit their needs; organised for provision of specialist prosthetics to help clients play sport; attended rehab appointments and school meetings when parents are unavailable;

At a glance

As a case manager Matt has successfully supported complex clients to achieve independence following sustained complex injuries. Through his work with amputee's Matt understands the challenges, both clinically when considering stump healing, management of pain and the ongoing process of recovery following revision surgeries, in order to be fitted with the most appropriate prosthetic, allowing them to relearn walking and manual dexterity. Throughout his work with this client group he has developed a network of amputee specialist whom he works closely with, ensuring the best rehabilitation packages for the client. He also ensures that he considers the psychological effect on the person and ensures that management of their mental health is also prioritised.

The ability to do this comes from Matt's assessment skills. He has honed his case management assessment skills to be able to focus on the immediate needs and make recommendations that allow the rehabilitation process to commence without delays, instructing the most appropriate multi-disciplinary team to be in place to support the client.

Matt strengths lie in relationship building with the clients, and his skill in being able to impart complex clinical information to any relevant parties. He ensures that the rehabilitation programmes remain client and goal centred, using his communication skills to tailor the narrative accordingly. Matt is affable and builds relationships easily. He remains an advocate for the client, ensuring that he keeps the clients need in the forefront of all parties considerations. Instructing parties comment on the progress he makes with his clients and the fantastic relationships he builds.



Matt Bushell

Physiotherapist
Associate Case Manager

Experience

and generally provided a close, friendly pathway to establishing a new sense of self.

He understands the challenges that amputees face including factors that affect stump healing, the management of pain and phantom limb sensations, organising revision and TMR surgery, selecting the right prosthetic(s) and relearning skills like walking and manual dexterity; and, the effect that all of this can have on a person's mental health. Matt has also successfully managed highly challenging clients and their families following an acquired brain injury. Many of the more complex brain injury cases involve high functioning clients who present with seemingly few issues and yet have profound underlying problems. Matt's experience shows that understanding the nature of these problems is the central tenet of implementing successful rehabilitation.

Matt is skilled in undertaking detailed assessments of clients with complex health, social, rehabilitation and vocational needs. His clients often have a variety of severe physical and mental health problems and he understands the importance of tailoring rehabilitation to meet the specific needs of that client. Finding the balance between having the best clinician or therapist and being able to access that expertise is very important in rehabilitation and Matt has extensive experience in building good multi-disciplinary teams around clients.

Matt has extensive experience in negotiating and implementing goal directed rehabilitation programmes and in building supportive therapeutic relationships with clients, their family and significant others. Understanding the timescales of injuries and providing education on the nature of the injury or treatment is significant to clients and helps to manage their expectations when embarking on a rehabilitation programme.

Matt is an excellent communicator and very person-centred. His amiable and sensitive manner allows him to build therapeutic relationships with his clients, their family, carers and other professionals on the journey through rehabilitation. He is adept at formulating care and rehabilitation plans and co-ordinating the delivery of those services to meet the identified needs of the client. He can offer advice, information and advocacy to ensure that the client feels fully supported as they cope with the changes in their life. He is hardworking, thrives on problem-solving situations and enjoys helping his clients through their pathway of care from start to finish; ensuring that they reach their full rehabilitation potential.

Education and Qualifications

- MSc Physiotherapy
- MEd Psychology of Education
- BSc (Hons) Exercise and Sports Science

Memberships and Registrations

- CMSUK
- Chartered Society of Physiotherapy
- Health and Care Professions Council



Matt Bushell could not have been better, he was so engaged and helpful, really had a full approach, made a massive difference and cared a lot.

Instructing Party

Our client has made extremely good progress in her rehabilitation. Matt took over from a previous case manager when the client relocated and implemented all recommendations from the INA right away. The client has a very good relationship with Matt and is extremely grateful for the support he has provided.

Instructing Party

Matthew was very understanding and supportive and helpful with my ongoing issues, and helped with providing funding for rehabilitation services and gym membership to help with my recovery.

Client



Sam Reeves

Physiotherapist
Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder | Visual or Hearing Difficulties

Spinal Injuries

Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

12 years +

Location

Chippenham

Experience

Sam qualified as a Physiotherapist in 2013 and has held a number of senior positions in musculoskeletal outpatient physiotherapy units within the NHS, private organisations and within the community. He has also worked for Elite Professional Basketball team and maintains a keen interest in rehabilitation following sports injuries.

Sam is able to case manage multi-track complex orthopaedic clients to ensure they are supported within their rehabilitation back to independent living and are able to return to work, retrain or take up meaningful vocational activities. He has worked extensively within multidisciplinary teams both in private and statutory settings where he has lead goal focused rehabilitation treatment plans supporting client and their families throughout the process.

He has a wealth of experience of supporting clients in achieving return to work and education goals by liaising closely with employers and education settings to optimise recovery in a timely manner.



At a glance

Sam Reeves has 10 years' experience as a Physiotherapist working within the NHS outpatients and private organisations. Sam has extensive experience of working in MDT's and also managing these as a case manager. Sam enjoys complex orthopaedic cases and is also able to take on TBI cases. Sam has received countless positive reviews from previous clients, highlighting the bond he forms with them to help them through very challenging times.

Client's appreciate Sam's calm nature and how clearly he communicates.



Going through my claim has been stressful times. But thanks to Sam , he made it all happen very smoothly he kept me informed and everything was always made very clear for me. Thank you for your service and assistance.

Client



Sam Reeves

Physiotherapist
Associate Case Manager

Experience

He is experienced in supporting clients following trauma and sporting injuries and is knowledgeable and trained in clinical reasoning in the lumbar spine, pro care sports medicine, strength and conditioning, acupuncture, the sporting hip and groin, taping, CBT and the manual concepts and practical application of grade V spinal manipulation.

Education & Qualifications

- BSc (Hons) Physiotherapy

Memberships & Registrations

- Acupuncture Association of Chartered Physiotherapists
- Health and Care Professions Council
- Chartered Society of Physiotherapy



Scott Hodder

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | Mild Brain Injury Traumatic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Skin and Tissue

Burns

Psychological

Mental Health

Ages Covered

12 years +

Location

Bristol

Experience

Scott specialises in the case management of amputees and clients with complex orthopaedic injuries including upper limb, trans-femoral and trans-tibial level amputations. He gives his clients support from the early assessment stage through to acquiring appropriate high level prosthetics, therapy, transport, accommodation, care support and helping them to re-engage in their social and workplace environments. He also specialises in the assessment, treatment and management of neuro-musculoskeletal conditions, orthopaedics and amputee patients. In addition, he has an honours degree in acupuncture and is trained in the use of Cognitive Behavioural Therapy (CBT) in the treatment of chronic and long-term conditions. Scott keeps up to date with the most recent prosthetics innovations and orthopaedic treatments to ensure that he is aware of all available rehabilitation options for his clients.

Through his work he also has experience of managing clients with brachial plexus and peripheral nerve injuries, brain injury, chronic pain, injuries requiring cosmetic surgery and long-term conditions.

He is experienced in identifying the individual client appropriateness and need for high specification prosthetics and rehabilitation to enable them to return to pre-accident activities and achieve their rehabilitation and work-related goals. This includes experience of working with clients using high performing microprocessor limbs, new socket technology, osseointegration and myoelectric powered limbs.

Scott case manages clients following major catastrophic injuries that have impacted their ability to participate in their lives as they have done

At a glance

Scott is a chartered physiotherapist with over 18 years' experience covering all core clinical areas of physiotherapy practice within hospital, community and private settings. He specialises in the case management of amputees and clients with complex orthopaedic injuries including upper limb, trans-femoral and trans-tibial level amputations. He gives his clients support from the early assessment stage through to acquiring appropriate high level prosthetics, therapy, transport, accommodation, care support and helping them to re-engage in their social, education and workplace environments.

Through his work he also has experience of managing clients with brachial plexus and peripheral nerve injuries, brain injury, chronic pain, injuries requiring cosmetic surgery and long-term conditions. Scott has built an extensive catalogue of rehabilitation resources and is practiced in sourcing experienced clinicians as well as coordinating and managing statutory and private care/therapy services. Scott is a very passionate and conscientious trusted advocate for his clients. He is known for his positive therapeutic relationships with clients and their family; taking into account their unique circumstances.

Instructing parties say that Scott is experienced, knowledgeable, responsive and approachable. Clients comment on how helpful he is as well as his caring and considerate nature.



Scott Hodder is excellent. I have worked with him for many years and have never been disappointed.

Kimberly Owen, Stewarts



Scott Hodder

Physiotherapist
Associate Case Manager

Experience

previously. This includes supporting client's family members and helping all those involved to adjust and manage their expectations and outcomes. At times, this has included managing clients with challenging behaviour and post traumatic symptoms, which are not always immediately obvious, so he is experienced in recognising potential issues that impact on a client's long term recovery.

Scott has built an extensive catalogue of rehabilitation resources and is practiced in sourcing experienced clinicians as well as coordinating and managing statutory and private care/therapy services. Scott believes the key to managing complex situations, where there are a multitude of statutory and private services involved, is communication and regular updates and reviews of the client's rehabilitation goals.

During his time as a case manager, Scott has assisted many clients in a successful return to work and engages Access to Work, ergonomic assessors and specialist equipment to support this challenging process. This involves effectively communication with a client's workplace to assist in a supported and successful return to work.

He has also supported clients in continuing to access holiday activities, relocating to suitable accommodation that enables full access and ensured appropriate housing adaptations are installed. He is experienced in supporting clients in navigating a return to independent transport, vehicle adaptations and driving acclimatisation and training, specialist all-terrain vehicles (ATVs) and specialist wheelchair provision.

In addition he has experience in supporting student clients through the Education and Health Care Plan (EHCP) process to ensure the appropriate support is in place for the client at school or college.

Scott is also able to manage therapists and support workers and ensure that a support team has the appropriate support and training in place to manage clients.

Scott is a very passionate and conscientious advocate for his clients' rehabilitation needs. Using his extensive clinical knowledge to support and navigate clients through the clinical and administrative pathway of their conditions, his friendly manner enables him to build excellent rapport and communicate complex rehabilitation advice in a sensitive and informed way. Scott builds trust by treating each client individually, taking into account their unique health, personal, family and life circumstances and supporting each client to actively engage in their rehabilitation to the best of their ability with confidence.

Scott regularly attends specialist conferences and training seminars that keep him updated with current developments in the field of rehabilitation and how this relates to personal injury and negligence claims. Scott has a highly developed awareness of the case management and rehabilitation process, which is vital to give his clients and instructing parties confidence that appropriate rehabilitation measures are in place to support their clients.

Education and Qualifications

- BSc (Hons) Physiotherapy
- BSc (Hons) Acupuncture

Memberships and Registrations

- Association of Trauma and Orthopaedic Chartered Physiotherapists
- British Association of Chartered Physiotherapists in Amputee Rehabilitation
- CMSUK
- Chartered Society of Physiotherapy
- Health and Care Professions Council
- Physiotherapy Pain Association



Scott had a lot of experience and made my client feel comfortable. He provided solutions to issues which came up and responded promptly to my queries.

Instructing Party

As always, Scott has been a massive help. Not only in keeping me focused on the road ahead. But also helping to put things in place and providing support along the way. He provides a different perspective which i'm always happy to hear. I can honestly say part of the reason i'm where i'm at currently is down to him. So I'm extremely grateful and always appreciative for everything that he does as always.

Client

Scott was very friendly and approachable from day one. He was accommodating and immediately understood the nuances of the case and potential difficulties he may have with the client. Exceptionally professional.

Charlotte Foster, Stewarts



Tim O'Brien

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss
Digit | Partial | Toe

Brain Injuries

Acquired Brain Injury | CVA |
Mild Brain Injury |
Neurodegenerative Disorders |
Post-concussion Syndrome |
Traumatic Brain Injury

Hand and Upper Limb Injury
Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

**Musculoskeletal/Soft Tissue
Injury/Joint**

Sensory Impairment

Sensory Integration/
Processing Disorder |
Vestibular Disorder | Visual or
Hearing Difficulties

Psychological

Depression | Mental Health |
PTSD | Stress

Ages covered

18 years +

Location

Truro

Experience

Tim qualified as an occupational therapist in 2006 and has worked clinically as a practitioner and manager within the community setting; working for the NHS, local authority and private practice across the South of England including Cornwall and Devon and the Isle of Wight where he advised on disability legislation and the suitability and appropriateness of major disability funding projects.

Tim has a wealth of experience working with adult clients, including amputees and those with complex orthopaedic problems. He is knowledgeable in rehabilitation management for this client group including the management of high specification prosthetic and orthotic needs, alongside supporting clients with post traumatic symptoms. His experience also includes specialist neurological in-patient settings; in particular clients with an Acquired Brain Injury and stroke as well as adult autism. In particular, Tim is able to understand the complexities of the client, their injury and their needs throughout their early diagnosis but also when transitioning to the home and community.

As a case manager Tim is able to work with clients with complex challenges such as chronic illness. He has experience of injuries



At a glance

Tim is an occupational therapist who has worked clinically as both a practitioner and a manager in community settings, working for the NHS, local authority and private practice. Tim is a keen advocate for people with disabilities and has advised on the legislation and suitability of major disability funding projects across the South of England.

Tim's clinical experience is varied, working with clients including amputees and those with complex orthopaedic problems. Tim has also worked extensively with clients with neurological deficits following an acquired or traumatic brain injury. He has a specialist interest on the effect these injuries have on the sensory deficits of clients, and has worked therapeutically within this field and ensures that sensory integration is not overlooked when assessing clients within his role as a case manager.

Tim is highly skilled in working within complex family dynamics, where care within the home is affected. He prides himself on his skill in supporting clients and families to articulate their situation, and focusses his work on then building professional relationships whilst overseeing the clinical, rehabilitation and care support needed. Through his professional experience he is able to navigate statutory services, local authority services and where appropriate NHS provision.

Clients say he is reassuring, reliable and extremely knowledgeable. Instructing parties comment on his fantastic level of contact and his ability to address needs and goals.



Tim O'Brien

Occupational Therapist
Associate Case Manager

Experience

within ex-military personnel where detailed research into and an understanding of the injury or condition is required (including Q Fever) in order to fully support the rehabilitation goals; especially where the challenges present neurologically. He is able to work with clients following industrial injury; understanding employment law and regulations, employee rights and how to work effectively with all parties to manage conflict and disputes.

Tim has experience of supporting clients who, in addition to their injury, have a cancer diagnosis and in some cases require palliative care. Tim is able to understand the cancer prognosis and how this fits with the client's rehabilitation goals; using a pragmatic yet researched approach to ensure goals promote quality of life. Through these cases, Tim is also knowledgeable of how cancer can prevent rehabilitation, effect mood etc and has sound knowledge of support services to bring in and specialist equipment and adaptations required where mobility is impacted.

Due to the complex nature of Tim's cases, he has experience of identifying the need for at home care provision which includes the recruitment and on-boarding of support workers and the ongoing management and supervision of care within the home. In addition, Tim has experience of working within complex family dynamics where care within the home is affected. He is highly skilled in supporting families to articulate their situation, work alongside the care team and build professional relationships whilst overseeing the quality of care, risk and safeguarding issues and signposting to statutory services where needed such as Local Authority services and the NHS provision.

As an occupational therapist, Tim has experience of providing sensory integration therapy for adults with autism and complex needs where sight, sound and perception are limited.

He has worked in Rapid Assessment Teams and Early Intervention Services who support and provide the links between hospital and the community for adults with a variety of conditions, illnesses and disabilities, often making the transition from hospital to home a smooth one.

Education & Qualifications

- BSc (Hons) Occupational Therapy

Memberships & Registrations

- Health and Care Professions Council
- CMSUK



It was a pleasure having Tim as my case manager; I always felt a sense of reassurance and safety whenever we spoke or met up. He was very reliable, Tim always responded to me very quickly, and always with a solution to any difficulties I had. My experience with Bush & Co has been amazingly beneficial, I wouldn't be where I am today without Tim and the care he provided. I would highly recommend to any friends or colleagues.

Client

Excellent service, client contact and updates.

Kate Samuel, Admiral Law

The service provided by Tim has addressed the Claimant's needs and goals very well. The Claimant has really appreciated the service provided.

Instructing Party



West Midlands



Claire Turnbull

Registered Children's Nurse
Associate Case Manager

Injury/Condition

Birth Injury/Developmental Delay

Acquired Brain Injury |
Cerebral Palsy | Congenital |
Genetic Disorders | Hypoxic
Brain Injury

Brain injuries

Acquired Brain Injury |
Epilepsy | Mild Brain Injury |
Neurodegenerative Disorders |
Traumatic Brain Injury

Learning Disabilities

Major Trauma/Poly Trauma

Respiratory Conditions

Medical Needs

Palliative Care

Sensory Impairment

Sensory Integration/
Processing Disorder | Visual or
Hearing Difficulties

Ages covered

From birth to 25 years

Location

Warwickshire

Experience

Claire began her career at Birmingham Children's Hospital, working on a medical ward for children from birth to seven years old with various gastroenterological, respiratory, and metabolic conditions, as well as those requiring High Dependence Unit care. Claire's responsibilities included comprehensive care planning and implementation, along with educating parents and caregivers on essential nursing skills for at-home care.

Following this, Claire served as a special needs nurse at a residential school for children and young adults (ages 6-25) with profound learning difficulties and complex medical needs. Here, she managed daily nursing operations, trained staff on various care procedures, and handled critical tasks such as tracheostomy care, epilepsy management, oxygen therapy, enteral feeding, medication administration, palliative care, and resuscitation.

Concurrently, Claire was a clinical care coordinator, leading a community care package for a child with complex medical needs, including spinal and acquired brain injuries. She trained and assessed caregivers, coordinated care plans, and liaised



At a glance

Claire is an experienced children's nurse with over 20 years of experience in managing both acute and chronic conditions in children and young people.

As a case manager she is able to work with complex paediatric and young adult clients, and their families where packages of care are in place or in need of implementation. She is also experienced in care management, risk assessment and management, discharge planning, and has advanced knowledge of therapy and rehabilitation that is appropriate for her clients. Claire recognises the importance of detailed assessment, planning and monitoring of her clients, and is committed to delivering high standards of client-led, holistic care and support to children and young people, and their families.



Claire Turnbull

Registered Children's Nurse
Associate Case Manager

Experience

with healthcare professionals.

Claire also excelled as a senior paediatric regional team leader, where she set up and managed care packages for children with complex needs nationwide, overseeing teams of nurses and carers. Claire has also managed respite services, and redesigned service models to meet evolving demands. Under her leadership, her team received recognition in the CQC inspection report and was shortlisted for Clinical Team of the Year within the Berkshire Healthcare Foundation Trust.

Her extensive expertise led to her appointment as operational manager for the Children's Community Nursing Service at Oxford Health Foundation Trust. In this role, Claire managed multiple teams, including special school nursing, complex care respite, and palliative care teams. She served as a clinical expert on the continuing care panel and contributed to the development of EHCP health reports.

Currently, Claire is the operational manager for Children's Continuing Care. She oversees the children's service and nursing team, managing cases of children with highly complex needs due to genetic conditions, birth injuries, acquired brain injuries, neurological disorders, and profound learning disabilities. Her role involves handling referrals for children with behaviour that is challenging to manage, mental health diagnoses, and those requiring palliative or end-of-life care at home. A key aspect of this role is commissioning packages of care for the children on the caseload and assisting with setting up personal health budgets.

Throughout her career, Claire has demonstrated exceptional leadership and dedication to improving the quality of care for children with complex medical needs, earning recognition for her contributions to the field. She also works as an associate expert witness, providing Quantum, Continuing Healthcare and Gratuitous Care Payment reports.

Education & Qualifications

- BSc (Hons) Biology and Psychology (1998)
- MSc Natural Resource Management (1999)
- Graduate Diploma in Nursing (Registered Child Branch) (Commendation) 2005

Memberships & Registrations

- Nursing and Midwifery Council
- BABICM
- Royal College of Nursing



Jeremy Pizer

Osteopath
Associate Case Manager

Injury/Condition

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Spinal Injuries

Cauda Equina Syndrome | Spinal Fractures

Ages Covered

12 years +

Location

Leek

Experience

Currently working as a senior osteopath at Derby and Burton Hospital, Jeremy manages the Sports/Physical Rehabilitation Clinic at Stoke Chiro Spinal Health Centre, where he oversees the treatment of over 100 patients weekly.

Jeremy's diverse professional journey includes working in various clinical settings, such as general practice, homes for the elderly, homeless shelters, and sports clinics, including renowned institutions like The Royal Free Hospital in London. This rich exposure allowed him to develop a wide array of traditional and modern hands-on techniques while integrating evidence-based physical rehabilitation and tailored exercises for individual patient needs.

As the senior musculoskeletal and rheumatology practitioner at Derby and Burton Hospital NHS (Band 6), Jeremy has been diagnosing, triaging, and treating outpatients with complex issues. His responsibilities extend to triaging patients from the Emergency Department and providing appropriate courses of care. Jeremy also plays a vital role in conducting Continuing Professional Development coaching and lectures for the Physiotherapy department, contributing to the dissemination of current evidence-based practices.

In the sports arena, Jeremy serves as the First Team osteopath for Port Vale F.C. In this capacity, he works closely with the

At a glance

Jeremy is a highly dedicated and skilled osteopath and embarked on a career in healthcare with a passion for understanding and improving the human musculoskeletal system. Graduating with a Masters in Osteopathy he solidified a strong foundation in human anatomy and physiology, complemented by practical skills in osteopathic techniques and functional physical rehabilitation.

As a case manager, Jeremy specialises in the assessment and rehabilitation of clients who have sustained traumatic or potentially life-changing orthopaedic injuries. He is experienced in supporting clients following upper limb fractures, multiple fractures, Brachial Plexus, Rotator Cuff tears, Cervical Radiculopathy, Cauda Equina Syndrome, complex and partial Spinal Cord Injury and Spinal fractures. He has excellent background medical knowledge in this area and makes sure he keeps up-to-date with new medical innovations so he can provide effective advice and support in accessing the very latest rehabilitation routes.

Jeremy is experienced in managing complex cases where multiple agencies need to be involved in order to achieve the best outcome for the client. He is able to liaise between the client and any healthcare professionals involved to ensure that everyone is working towards the same outcome.



Jeremy Pizer

Osteopath
Associate Case Manager

Experience

football players and staff, ensuring prompt and effective treatment for injuries sustained during games or training sessions. His role encompasses not only rehabilitation but also preventive measures to mitigate the risk of future injuries.

Since 2020, Jeremy has also been a valuable part of the Stoke Chiro Spinal Health Centre, where he works part-time as a senior osteopath. Collaborating with a team of 20 professionals, his duties involve client assessments, coordination with GPs and consultants, hands-on treatments, lifestyle advice, and physical rehabilitation. Additionally, he contributes to the team's knowledge base by conducting coaching lectures on various subjects, including rehabilitation, pathophysiology, anatomy, technique, and patient management.

Education and Qualifications

- Master's Degree - Osteopathy
- Access to Allied Health Profession Diploma
- Level 3 Diploma in Sports Massage
- Advanced Spinal Course
- Dry Needling
- Level 5 Nutrition

Memberships and Registrations

- General Osteopathic Council
- Case Management Society UK



Murasleen Hussain

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of consciousness | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Maxillo Facial | Ophthalmology | Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Plastics | Scar Management | Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

At a glance

Murasleen is a senior physiotherapist who, since 2005, has been working in the Midlands across rehabilitation units, within the community and acute settings managing complex case-loads including clients with spinal cord injuries, acquired brain injury, amputees and orthopaedic conditions. He has built up a sound knowledge of clinical management and assessment in supporting clients post-injury.

He has a special interest in neurological gait and movement analysis, stroke and neurological rehabilitation and pain management using various modalities.

Murasleen is client centred in his approach and will advocate for his clients and their families. He is proactive in her intervention to ensure the client reaches their full potential. Murasleen maintains a patient and thoughtful demeanour whilst being determined to enable the client reach their desired outcome.

Additional Languages

- Punjabi
- Urdu

Ages Covered

18 years +

Location

Birmingham

Experience

Murasleen is a Band 7 physiotherapist with a wealth of experience in neurological, musculoskeletal, stroke, orthopaedic and amputation/limb loss rehabilitation and holds extensive knowledge in in-patient and community assessment, therapeutic intervention, aids and equipment and rehabilitation and care within the home.

Murasleen has extensive experience working within a variety of environments including acute, community and rehabilitation



Murasleen Hussain

Physiotherapist
Associate Case Manager

Experience

settings with clients who have spinal cord injuries and neurological disorders, including acquired brain injuries. Within the community, Murasleen has experience of extensive in-home assessments for those living with orthopaedic injuries through to complex neurological cases and he is confident in establishing services, aids and support by working with a whole host of professionals including social services, charitable organisations, psychological support and voluntary services.

His experience working with amputees includes those where initial prognosis shows low rehabilitation potential for prosthesis due to poor systemic health. Murasleen works with clients discharged back home to evaluate rehabilitation potential further and address all elements of the clients' needs to improve potential including care needs, aids and equipment, home suitability and independent living as well as improving functional transfers, posture work, stump management and general exercise tolerance. In assessing and providing intervention and support service referrals, Murasleen has been successful in improving his clients rehabilitation potential and prosthetic limb fitting.

Murasleen also has clinical experience of working with client post-surgery, those with cardiology and pulmonary rehabilitation needs, Stroke, falls, COPD, Multiple Sclerosis, Motor Neurone Disease, Parkinson's Disease, Dementia and vestibular insufficiency.

Education and Qualifications

- BSc Physiotherapy
- Acupuncture in pain relief
- Grade V Spinal Manipulations

Memberships and Registrations

- Health and Care Professions Council
- CMSUK



Philippa Feltham-White

Occupational Therapist
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | mild
Brain Injury | Post-concussion
Syndrome | Traumatic Brain
Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Hypoxic
Brain Injury

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/
Processing Disorder |
Vestibular Disorder | Visual or
Hearing Difficulties

Psychological

Depression | Mental Health |
PTSD | Stress

Ages Covered

12 years +

Location

Herefordshire

Experience

As a case manager, Philippa has specialised in brain injury case management. She has worked extensively with complex traumatic brain and orthopaedic injuries, visual and hearing loss and psychiatric difficulties associated with catastrophic injuries. She is an advanced member of BABICM and has undertaken extensive training in working in community care, liaising with statutory services, mental capacity and safeguarding, and setting up and running complex rehabilitative multi-disciplinary packages of support.

In addition, she has experience of working with individuals who are on the autistic spectrum, and struggle with change, transitions and adjustment to their environments. She has experience of the new Education Health and Care Plans, SEND Tribunals and working with adolescents moving between educational establishments and/or into independent living and engaging with employment opportunities.

As a clinician, Philippa completed her junior rotation in orthopaedics, vascular medicine, psychiatric care and neurology

At a glance

Philippa is an experienced OT and has worked in a variety of locations in the UK and abroad, working within the NHS, private independent and charitable sectors. Philippa completed rotations in orthopaedics, vascular medicine, psychiatric care and neurology at St George's Hospital, London and progressing to senior positions on the Stroke Rehabilitation Unit. Philippa has managed the Occupational Therapy Neurology Service at the John Radcliffe Hospital in Oxford. Philippa is an advanced member of BABICM and has been appointed onto the Research sub-committee.

Philippa specialises in complex traumatic and acquired brain injury, orthopaedic injuries, visual and hearing loss and psychiatric difficulties associated with catastrophic injuries. Philippa has undertaken extensive training working in community care, liaising with statutory services, mental capacity and safeguarding, and setting up/running complex rehabilitative MDT packages of support. Philippa also works with people who have a diagnosis of autism, including adolescents transitioning between educational establishments (EHCPs and SEND Tribunals) and/or into independent living and engaging with employment opportunities.

Instructing parties describe her as excellent, proactive, organised and highly responsive. Clients say she is a good listener and stays one step ahead.



PFW has been excellent throughout - I have used her before and will continue to do so. She is incredibly helpful, and both my client and I really appreciate all that she brings to the table.

James Bowes, Carpenters



Philippa Feltham-White

Occupational Therapist
Associate Case Manager

Experience

at St George's Hospital, London and progressed to senior positions on the Stroke Rehabilitation Unit. She assisted with the Hospital Stroke Committee and advised on implementing best practice in stroke care within the hospital. For a short period, Philippa relocated to South Africa and worked in a remote mission hospital, working with AIDS victims and managing complex disability with limited resources.

On relocation to the UK, Philippa managed the Occupational Therapy Neurology Service at the John Radcliffe Hospital in Oxford; treating patients in Intensive Care, working in Outreach Brain Injury Rehabilitation and Regional Neurology Clinics, as well as working with patients with hearing and visual loss, and burn victims requiring splinting and scar management. She also managed a Multi-disciplinary Community Neurological Rehabilitation Project for the Trust. She developed specialist skills in splinting, cognitive assessment and rehabilitation, complex positioning and seating for the neurologically impaired patient. She lectured both at the local Occupational Therapy College and was appointed clinical neurological occupational therapist specialist for her role.

Philippa set up her Independent Occupational Therapy practice in 2002, and expanded this until she left the NHS in 2005. She gained additional experience working at a Brain Injury Rehabilitation Trust residential unit which provided greater insight into behavioural programmes. Philippa has continued to practice as an occupational therapist at her base in Hereford. She has a specific interest in acquired brain injuries with cognitive difficulties with enduring psychiatric and psychological changes.

She has skills in accessible environments, taking a Diploma in Inclusive Design in 2005. She is also a sessional lecturer at the BSc Hons Occupational Therapy programme at the University of Worcester, and is in her third year studying for MPhil/PhD part-time. She has also been appointed onto the Research sub-committee of BABICM. She is a committee member of the Specialist Neurology Section of the College of Occupational Therapists. She supports her local charities whenever possible.

She continues to update her continuous professional development at regular intervals.

Education and Qualifications

- Year 3 of MPhil/PhD
- MSc Health Sciences
- Diploma of Occupational Therapy
- Diploma of Inclusive Environments
- Post Graduate Certificate in Autism and Aspergers
- Post Graduate Certificate in Research Studies

Memberships and Registrations

- British College of Occupational Therapists
- Health and Care Professions Council
- Advanced member BABICM
- Member of BABICM Research sub-committee
- Committee member of West Midlands College of Occupational Therapy Specialist Section in Neurology



Philippa's Case Management services have been excellent throughout the claim. She has been proactive, organised and highly responsive to a difficult client's needs. It feels as though our work for this client has been very collaborative, which is exactly the way it should be! Philippa has facilitated good working relationships between client, case manager, legal team and all of the other professionals involved in the MDT which has been really helpful in supporting this client.

Client



Rebecca Middleton

Registered Paediatric Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper limb

Brain Injuries

Acquired Brain Injury | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Respiratory Conditions | Internal Injuries

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Maxillo Facial | Ophthalmology | Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

At a glance

Rebecca is a paediatric nurse and specialist practitioner in paediatric intensive care with over 20 years' experience of working in both the hospital and community setting. She is a passionate, caring and dedicated practitioner with specialist experience, knowledge and interest in paediatric intensive care, acquired brain and spinal cord injury, neurological conditions and complex care for infants, children, adolescent and young adults up to age 25.

She has a wealth of knowledge and experience in managing caseloads of children with complex medical and healthcare needs which includes working alongside multiple agencies across health, social care, education and tertiary care. She has specialist experience caring for children and young people following acquired/traumatic brain injury, spinal cord injury, poly-trauma and amputation, neurological conditions, invasive neuro-monitoring sepsis management and multi organ failure. In addition she is able to support clients requiring long term ventilation, tracheostomy management and care, epilepsy, cerebral palsy, supplemental nutrition (TPN/PEG/PEJ/NGT) and she has a wide knowledge of complex diagnoses, both at birth and as a result of birth trauma, acquired injury, non-accidental injury and negligence. This experience means Rebecca has an in-depth understanding of accommodation, adaptations, equipment, care and service needs a child may require in order to be safely discharged home.

As a case manager, Rebecca is able to work with complex paediatric clients and their families where packages of care are in both in place or in need of implementation and has extensive experience of direct recruitment, ongoing care management and risk assessment and management, care implementation and bespoke discharge planning.

Ages Covered

From birth to 25 years

Location

Stoke-on-Trent

Experience

Rebecca's clinical career includes staff nurse posts at Alder Hey Children's Hospital Neurosurgical Unit and Manchester Children's Hospital Paediatric Intensive Care Unit, senior clinical nurse at Royal Stoke Hospital's Children's Intensive Care Unit and paediatric clinical lead and paediatric specialist complex nurse roles for two of the UK's leading private nursing agencies.

During her career in paediatric community complex care services, Rebecca has gained a wealth of knowledge and experience managing a caseload of children with complex medical and healthcare needs which includes liaising and working alongside multiple agencies across health, social care, education and tertiary



Rebecca Middleton

Registered Paediatric Nurse
Associate Case Manager

Experience

care developing excellent professional relationships and a thorough understanding of how care works within the community setting as well as working with children and families in hospital and at home following illness, injury and trauma. Rebecca is adept in thorough assessments, writing and implementing bespoke care plans, risk assessments and contingency plans and has vast experience in organising and implementing timely discharge plans to maximise and prioritise recovery, rehabilitation and quality of life.

Rebecca has a specialist BSc degree in Paediatric Intensive Care, graduating in 2009, and has extensive experience caring for infants, children and young people requiring Level 1 – 4 intensive and high dependency care including acquired/traumatic brain injury, spinal cord injury, poly-trauma and amputation, neurological conditions, invasive neuro-monitoring sepsis management and multi organ failure.

Rebecca's experience caring for children with complex medical and healthcare needs includes those requiring long term ventilation, tracheostomy management and care, epilepsy, cerebral palsy, supplemental nutrition (TPN/PEG/PEJ/NGT) and she has a wide knowledge of complex diagnoses, both at birth and as a result of birth trauma, acquired injury, non-accidental injury and negligence. This experience means Rebecca has an in-depth understanding of accommodation, adaptations, equipment, care and service needs a child may require in order to be safely discharged home.

As a case manager, Rebecca is able to work with complex paediatric clients and their families where packages of care are in both in place or in need of implementation and has extensive experience of direct recruitment, ongoing care management and risk assessment and management, care implementation and bespoke discharge planning. Rebecca recognises the importance of detailed assessment and care planning and is committed to delivering high standards of patient led, family centred, holistic care and support to children and their families. She is well connected with statutory services and a breadth of professions including social care, continuing healthcare groups, GPs, physiotherapists, SaLTs, OTs, educational and vocational services, respite facilities, charities, local councils, private housing services, mobility and benefits services. Rebecca is trained in Child Protection Level 3 as well as Safeguarding and has experience in reporting concerns and attending Child Protection meetings.

Rebecca is an empathic and motivated advocate and care-giver. The child and family are paramount to everything Rebecca does and she strives to ensure they are fully supported, physically, emotionally and psychologically, through every stage of their recovery and rehabilitation and given every opportunity to regain some form of independence and fulfilment from their life.

Education and Qualifications

- BSc Paediatric Intensive Care
- Diploma of Higher Education in Nursing Studies – Child Branch
- Degree module – Brain and Spinal Injury Pain Management

Memberships and Registrations

- Nursing and Midwifery Council
- Royal College of Nursing



Sarah Bartholomew

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Skin and Tissue

Tissue Viability | Wound Care

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

12 years +

Location

Coventry

Experience

Her career has been spent in a number of clinical settings within the NHS including the Wolfson Neurological Rehabilitation Unit at St George's University Hospitals, St Johns Therapy Centre in Battersea and a number of neuro rehabilitation units including University Hospital Coventry and Warwickshire and Leicester General Hospital.

As an occupational therapist, Sarah has experience of working in forensic and challenging behaviour mental health services before specialising in neurology and with clients with particular cognitive and behavioural issues. She is also knowledgeable of functional neurological disorder and how to work with clients with this diagnosis.

Sarah is adept at engaging clients in the case management and goal planning process. She is able to adapt her approach and communication style to suit the needs of the client and family. Sarah uses her extensive knowledge and understanding of trauma, injury and in particular acquired brain injury to help



At a glance

Sarah has experience of working in forensic and challenging behaviour mental health services before specialising in neurology and with clients with particular cognitive and behavioural issues. She is also knowledgeable of functional neurological disorder and how to work with clients with this diagnosis.

Sarah is a senior case manager and the clinical lead for Acquired Brain Injury at Bush & Co and has nearly 30 years' experience as an occupational therapist. She has extensive experience of working with adults and young people following a range of injuries and diagnoses including acquired brain injury and spinal cord injury.

She is adept at engaging clients in the case management and goal planning process. She is able to adapt her approach and communication style to suit the needs of the client and family. Sarah uses her extensive knowledge and understanding of trauma, injury and in particular acquired brain injury to help educate and reassure her clients and family appropriately and relevantly. Sarah works at the clients pace and uses her experience and empathic communication style to help empower the clients, to ensure they feel central and engaged in the case management process at all times.

Sarah's current caseload includes a range of client's with traumatic brain injuries where she has recruited, co-ordinated and overseen a multi-disciplinary team in providing a co-ordinated and goal orientated rehabilitation package.



Sarah Bartholomew

Occupational Therapist
Associate Case Manager

Experience

educate and reassure her clients and family appropriately and relevantly. Sarah works at the clients pace and uses her experience and empathic communication style to help empower the clients, to ensure they feel central and engaged in the case management process at all times.

Sarah has an excellent awareness of statutory and non-statutory provision and current evidence based multi-disciplinary practice guidelines. She has considerable experience in training and developing the skills of support staff. Sarah has supported adults returning to employment and young adults re-entering education.

Sarah effectively uses and engages her clients with goal planning, using a range of techniques and skills and is proficient in the use of GAS (Goal Attainment Scale). Sarah is able to motivate clients within the rehabilitation and case management process and believes this is essential to effective case management practice.

Sarah regularly takes part in CPD opportunities including motivational interviewing in brain injury and conferences with a focus brain injury, living with brain injury and the latest thinking, strategies and therapies to support brain injured clients.

Education & Qualifications

- Diploma COT 1991
- Solution focused brief therapy
- Certificate of qualification to use standardised assessments - British Psychological Society

Memberships & Registrations

- BABICM
- British Association of Occupational Therapists
- CMSUK
- Royal College of Occupational Therapy - Specialist Section for Neurological Practice
- Health and Care Professions Council



Sarah Bartholomew has provided my client with invaluable support, even attending medical appointment with him to assist with recall and retention of information.

Instructing Party

I cannot explain how much I appreciate what Sarah Bartholomew does for me, she's an absolutely amazing lady. I'm absolutely struggling with other agencies and the unprofessional way in which they are behaving, it's causing me an immense amount of stress and anxiety. Without Sarah's help and support, my life would be in a complete mess because of how I've been treated by other's. So a big thank you to Bush and Co for giving me Sarah as my case manager.

Client



Sarah Novakovic

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Post-Concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

18 years +

Location

Coventry

Experience

As well as working across surgical wards and intensive care units during his clinical career, Sarah as also worked within the insurance industry as a claims visitor assessing income protection policies and working closely with individuals and employers to achieve a successful return to work.

Sarah is a passionate advocate for her clients and her superb communication and listening skills enable her to form positive and supportive relationships with her clients and their families which allow a successful rehabilitation programme to be executed.

Sarah's knowledge of the NHS and working with complex cases enable her to work effectively alongside the multidisciplinary team to ensure everyone is working together towards the client's rehabilitation goals.

Sarah has excellent organisational and communication skills, which



At a glance

Sarah has over 10 years' experience working in hospital settings and over 15 years' experience in the insurance and case management industry. The clinical skills from working in surgery and intensive care within the NHS, including Birmingham City Hospital and Sandwell and West Birmingham Hospital NHS Trust, have enabled her to specialise in the case management of clients with acquired brain injury, major trauma, complex orthopaedic injury and management of complicating factors, including pain management, spinal cord injury/mechanical ventilation, and poly-trauma/internal injuries. This includes psychological support to both client's and their families following catastrophic injury.

This blend of clinical skills and experience in rehabilitation and injury case management enables Sarah to coordinate and drive rehabilitation programmes for clients in order to achieve successful goals and outcomes.

Sarah's recent caseload includes clients with complex brain injuries requiring the recruitment, co-ordination and review of therapeutic and care team members working together in order to achieve best outcomes for her clients.

Sarah regularly receives excellent feedback from clients and instructing parties alike. Clients comment on how professional and polite she is and how much she listens and instructing parties wouldn't hesitate to instruct her again based on the service and recommendations she provides.



Sarah Novakovic

Registered General Nurse
Associate Case Manager

Experience

are essential in providing the highest standard of case management. Sarah's key skills and knowledge as Case Manager begin right from the initial assessment stage through to the client having received all the relevant medical and therapy interventions required in order for them to lead as independent a life as possible.

Education & Qualifications

- Diploma in Higher Education
- Registered General Nurse

Memberships & Registrations

- BABICM
- Nursing and Midwifery Council
- Royal College of Nursing
- Multidisciplinary Association for Spinal Cord Injury Professionals



Sarah is very helpful, professional and polite, she has helped me a lot with my recovery. She listens to everything I have to say and if I don't understand something she has explained it to me. She is very fast in getting things arranged (physiotherapy, hospital appointments etc) and always has given me the option to choose which place is better for me. Sarah always keeps me informed with what ever is going on and emails me to see how I'm getting on if we haven't spoke for a while. I would highly recommend Sarah to anyone else who needs a case manager.

Client

Sarah has been great on this case. I would not hesitate to use her again.

Edel Shelby, Minster Law

She knows me. She respects me. She always returns my calls. She does her best to oblige. She knows my history, she been with me all along.

Client



East of England



Elizabeth Janes

Physiotherapist

Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain injury | CVA | Epilepsy | Mild Brain Injury | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue Injury/Joint

Medical Needs

Oncology | Palliative Care

Post-surgical/Post-operative Conditions

Sensory Impairment

Ophthalmology | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Plastics | Scar Management | Tissue Viability | Wound Care

Spinal injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

Baldock

Experience

Elizabeth's career over the last eight years has been spent in the community, managing clients with long-term conditions such as those with neurological impairments, long term illnesses and following orthopaedic procedures and falls. Part of a multi-disciplinary team working within the community. Elizabeth held a complex case load alongside supporting the Hospital at Home team to provide rapid input to acutely unwell clients to prevent hospital admission. She works closely with clients and their family to formulate client-centred treatment plans and set goals with the aim to restore function and independence.

Her roles within the NHS have allowed her to develop various treatment techniques and educational tools to maximise potential. She encourages and facilitates clients to access

At a glance

Elizabeth has over 15 years in settings including the home and community supporting those following Spinal Cord Injury and amputation and limb loss, cardio rehabilitation units, Stroke, brain injury and tumours, orthopaedic, musculoskeletal, elderly and respiratory wards and in traumatic brain injury centres.

She holds hands on experience in particular working with amputees, those living with a Spinal Cord injury and Traumatic Brain Injury. She is passionate about helping these clients to return to their pre-injury life as much as possible and ensures both physical and psychological interventions are in place to ensure effective rehabilitation alongside addressing the psychological impacts of a catastrophic injury.

She has a sound knowledge of local services provided by the NHS, private and social sector and actively encourages her clients to access additional services for long-term management and maintenance of their conditions and to ensure they are integrated back into their communities and support networks.



Elizabeth Janes

Physiotherapist
Associate Case Manager

Experience

additional services for long term management and maintenance of their condition. As a result, she has built a sound knowledge of local services provided by the NHS, private and social sector to ensure clients have every opportunity to continue to maintain their functional gains. This includes clients such as those with a Spinal Cord Injury wishing to return to pre-injury hobbies such as playing in a band and providing a rehabilitation programme to maximise physical potential. In this case, Elizabeth worked on supporting the client to sit unsupported and then moving on to transfer with elbow crutches to different areas of the stage. She also sourced psychological input to support the client in processing the effect the injury has on their life as this was a significant barrier to rehabilitation. Local support groups were also signposted to further aid recovery and connect within the Spinal Cord Injury community. The client met their goals and went on to set up their own musical group for young people with disabilities.

In her current clinical role, Elizabeth is case managing clients with complex and ongoing needs requiring regular intervention and monitoring. These clients include complex orthopaedic procedures, double amputees, Stroke, neurological conditions such as Parkinson's Disease and respiratory conditions. She becomes involved in their care at various stages including straight after hospital discharge to the home as well as further along the pathway or in crisis situations.

Working at Headway TBI Centre in Bedford, Elizabeth supported clients with acquired brain injuries including traumatic injuries and stroke.

Elizabeth's knowledge and experience have seen her run and provide in-service training to colleagues and students on a number of topics from treatment options to disease pathology which enables her to keep up-to-date with clinical practice and ensure regular CPD.

Education and Qualifications

- MSc Sport and Exercise Science
- BSc (Hons) Physiotherapy

Memberships and Registrations

- Chartered Society of Physiotherapy
- Health and Care Professions Council



Grainne Daniels

Physiotherapist
Associate Case Manager

Injury/Condition

Chronic Pain

Hand and Upper Limb Injury
Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

**Musculoskeletal/Soft Tissue
Injury/Joint**

**Post-surgical/Post-operative
Conditions**

Psychological

Depression | Mental Health |
PTSD | Stress

Spinal Injuries

Cauda Equina Syndrome | Spinal
Fractures

Ages Covered

18 years +

Location

Norwich

Experience

Grainne's clinical career includes clinical lead for Lincolnshire Community Pain Service where she was responsible for complex client assessment, clinical governance and department leadership. Clients under Grainne's care included those with complex pain disorders. Grainne has worked with clients with a wide range of clinical diagnoses, including upper and lower limb orthopaedic injuries, nerve damage, brachial plexus, Cauda equine and poly trauma.

Within this role she was responsible for clinical management of a 20-person MDT including physiotherapists, OTs, GPs, pain nurses, psychologists and pain consultants.

Prior to this role, Grainne worked as therapy lead within the Chronic Pain Service at Norfolk and Norwich University Hospital NHS Foundation Trust where she held a large clinical case load of complex pain clients and was responsible for OT and PT therapy teams and designing and running pain management programmes as well as sitting within MDTs providing input to the Neuromodulation pathway.

Alongside her work within the NHS, Grainne also holds an individual private practice with focus on chronic pain rehabilitation and client education and support.

Grainne is able to use her clinical skills to ensure that all clinical assessments are comprehensive and all factors affecting rehabilitation, with the ability to prioritise need and implement therapies according to that need.

Grainne is also a volunteer with the Pain Toolkit where she supports pain self-management conferences and the development of a pain toolkit and between 2019 and 2022 she worked on the 'Flippin Pain Public Health campaign' supporting the development of public health events in Lincolnshire.

At a glance

Grainne is an experienced physiotherapist, specialising in complex musculoskeletal injury and pain.

As a case manager, as well as supporting complex musculoskeletal/orthopaedic injury clients, Grainne is able to ensure successful reintegration into the community and the home through an understanding of a client's barriers to rehabilitation including mental health challenges, significant health needs and comorbidities and chronic pain.

She is experienced in working with adult social care, mental health services, and GPs and is a compassionate advocate for those who struggle to navigate health care systems and those who are vulnerable or frail.

Education and Qualifications

- BSc (Hons) Physiotherapy
- MSc Clinical Research
- Non-Medical Prescribing
- Health coaching for behaviour change
- Counselling skills

Memberships and Registrations

- Health and Care Professions Council
- Chartered Society of Physiotherapy
- British Pain Society
- Physiotherapy Pain Association
- CMSUK



Holly Skinner

Children's Community Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Epilepsy | mild Brain Injury | Neurodegenerative Disorders | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Post-surgical/Post-operative Conditions

Sensory Impairment

Ophthalmology | Visual or Hearing difficulties

Skin and Tissue

Burns | Plastics | Scar Management | Tissue viability | Wound care

Spinal Injuries

Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

From birth to 25 years

Location

St Neots

Experience

Holly is a specialist community children's nurse and prescriber with 12 years of clinical experience in senior positions within the NHS. Nine of those years spent in the community and three years at Addenbrookes Hospital. She is experienced in complex case management, health and social care needs of children.

As a children's community nursing sister, Holly supports children and young people with acute and chronic nursing needs within the community. She delivers clinical interventions across a complex paediatric case load including cardiac, respiratory, oncology, neonatal conditions, gastroenterology, palliative, birth injury/developmental delay, neurology and neurosurgical cases, chronic pain and congenital conditions.

As a case manager with a breadth of knowledge in supporting children, young people and their families, Holly is an advocate



At a glance

Holly is a highly experienced community children's nurse with 12 years in senior NHS positions and three years at Addenbrookes Hospital. She specialises in complex case management, addressing diverse healthcare needs in children, and advocates for their wellbeing. Her expertise covers a wide range of paediatric conditions, including birth injuries such as Cerebral Palsy, amputation and limb loss as well as cardiac, respiratory, oncology, neonatal, gastroenterological, and palliative care.

Holly is experienced in supporting families through trauma and psychological interventions for parents and siblings to ensure client rehabilitation and family wellbeing is maximised. Across all of the injuries Holly has experience of supporting, she has gained a wealth of experience and knowledge in supporting children to meet their emerging needs as they grow and develop through education; advocating for and co-ordinating access to education and extracurricular activities.

Her clinical expertise have seen her play a key role in developing clinical services, introducing home chemotherapy, and ensuring staff education.



Holly Skinner

Children's Community Nurse
Associate Case Manager

Experience

for working to understand the voice of the child, advocating for them and the complex family dynamics at play. She has experience of arranging psychological intervention for parents and siblings as well as a wealth of experience working with educational settings to ensure teaching staff are trained, and care needs can be met within schools and nurseries.

Holly is particularly experienced in supporting children with Cerebral Palsy and their families, as well as other catastrophic birth injuries, and severe and complex seizures. This includes arranging and managing packages of care, signposting to statutory and voluntary organisations, arranging funding for specialist equipment to meet mobility and tissue viability needs, arranging local hospice support and respite and managing long-term MDTs.

She has extensive experience working with children with a brain injury as a result of surgery and is also able to work with TBI clients in terms of immediate healthcare needs, social care and longer term rehabilitation.

Holly's experience includes working with children who have lost a limb and CRPS syndrome within limbs, supporting the whole family through the physical and psychological challenges they face.

Across all of the injuries Holly has experience of supporting, she has gained a wealth of experience and knowledge in supporting children to meet their emerging needs as they grow and develop through education; advocating for and co-ordinating access to education and extracurricular activities.

Due to her extensive experience in working with children and young people throughout her clinical career, Holly has been involved in clinical service development including the introduction of home chemotherapy; collating evidence and client experience through to the implementation of chemotherapy intervention within the home in order to reduce the impact of treatment on the child and family. She also led on education of staff and the ongoing competency sign-off.

Holly remains current with regular CPD including Great Ormond Street training on talking to families when death is a likely outcome, paediatric palliative care, clinical supervision and mentoring. From this she is able to support families with training and advice following major trauma and where difficult conversations need to be had and families face emotional, uncertain and challenging circumstances.

Education & Qualifications

- Bachelor of Nursing (Hons) Child Branch
- PgDip Specialist Community Nursing
- Postgraduate Introduction to Childhood Cancer and Continuing Care in Childhood Cancer
- V100 Community Practitioner Nurse Prescriber

Memberships & Registrations

- Nursing and Midwifery Council
- CMSUK



Julie Stannard

Registered General Nurse/Sick Children's Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing difficulties

Spinal Injuries

Cauda Equina Syndrome | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

From birth

Location

Southend on Sea

Experience

Julie is a registered nurse with over 30 years' experience. Julie works with both children and adults and specialises in birth injury/ developmental delay, cerebral palsy, Acquired Brain Injury, Spinal Cord Injury, complex orthopaedic injuries and amputation.

Julie has successfully managed highly challenging clients and their families with a high complex catastrophic level of need, disabilities and palliative care requiring care packages.

Julie has gained experience in a variety of clinical, managerial, teaching, communication, counselling and interpersonal skills.



At a glance

Julie's personality is extremely warm and compassionate and she consistently receives feedback from client's and their respective families commenting about her caring approach and ability to make robust clinical recommendations in often challenging circumstances, whilst listening and respecting the needs/ wishes of her client.

Julie is adept at providing support through every stage of the rehabilitation process, ensuring regular liaison with the client, families, MDT and wider services, always working towards the progressions of the client's goals. She has built a large network of quality service providers to ensure her clients have access to appropriate services, and has advanced knowledge of the education system and mental health services.

Julie has a comprehensive understanding of the litigation process and requirements of the instructing parties and has developed positive working relationships. She provides informative updates, manages case expenditure and keep the client's rehabilitation progressing forwards. She receives a wealth of feedback. Instructing parties comment on her excellent service, how well she works with their clients and her professional approach. Clients say she builds good relationships and treats them with dignity and respect.



Julie Stannard

Registered General Nurse/Sick Children's Nurse
Associate Case Manager

Experience

Julie has experience in undertaking complex health care assessments and will refer to other appropriate services. She develops a working relationship with members of other multidisciplinary professionals, uses her initiative in an appropriate manner displaying a professional, yet empathetic and caring role model at all times.

Education & Qualifications

- Registered Sick Children's Nurse (RSCN)
- Registered General Nurse (RGN)

Memberships & Registrations

- Royal College of Nursing
- Nursing and Midwifery Council



I found Julie to be very professional and she kept me up to date with the progress of my clients position when required. I was not overly bombarded with emails and I felt that Julie was very efficient and the update reports were easy to read and follow.

Karen Mann, Hodge, Jones, Allen

Julie provided thorough and timely reports throughout the case. Keep doing what you're doing. I look forward to working with you again soon.

Ben Pepper, Bolt Burdon Kemp

My daughter is reluctant when meeting new people. Julie made has built a good relationship with the family and this has helped. She has been very supportive with school issues.

Client's mother

Julie is very proactive, looking for the best rehabilitation options for our family. She listens and comes up with solutions that have always been appropriate, and her support has made a huge difference to us all. She does this with kindness and professionalism. Julie goes beyond to make herself available and always gets back to us promptly. She is always compassionate in her approach.

Client



Laura Willoughby

Registered Sick Children's Nurse
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorder | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/ Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Plastics

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

From birth

Location

Essex

Experience

Laura is an experienced children's nurse with over 13 years' experience in case management and healthcare including Mid and South Essex Hospital Trust. She has supported children and young people on medical and surgical wards with injuries and conditions including Cerebral Palsy, epilepsy, orthopaedic injuries, burns and plastics and Brain Injury.

As a children's nurse Laura has worked on a Paediatric Assessment Unit and within children's A&E departments and has been nurse lead on emergency medical resuscitations as well as providing ongoing care and support for sick, injured and disabled children and young people. Laura was responsible for the interventions and training for patients with stomas and



At a glance

Laura is an experienced children's nurse specialising in birth injury, cerebral palsy and epilepsy. As an experienced associate case manager, Laura has extended her scope to also managing complex adult conditions including acquired brain injury, complex orthopaedics injuries and mental health conditions. Laura has successfully supported client's in extremely challenging circumstances where they have little or no other support structure to rely on.

Laura brings an extremely warm and caring approach in her advocacy role, whilst also maintaining the utmost professionalism. Client's (and their respective families) consistently deliver exceptional feedback on Laura's support and proactive approach. Laura understands the impact that catastrophic injury can have on the client and their families and is able to implement services based on her clinical experience, whilst also listening and taking into consideration the client's needs and wishes.

Laura is adept at setting up and overseeing complex care packages both via agency and direct recruitment. Through her work in both acute and community settings Laura has developed a high quality network of service providers and has experience in working alongside educational services.



Laura Willoughby

Registered Sick Children's Nurse
Associate Case Manager

Experience

worked with PEG, ventilated and tracheostomy, stoma and catheterised. patients. She has also delivered training for stoma care, PEG and continence.

She is well known for her care and compassion working with children and young people and their families and is passionate about improved quality of life following major trauma and injury. She builds strong, positive relationships with the families she works with and is able to sensitively handle safeguarding issues as well as having experience of dealing with child death and supporting families during grief and loss.

Within case management, Laura works closely with clients, their family, legal teams, the multidisciplinary team and is experienced in writing comprehensive and rehabilitation update reports, GP letters and client goal plans. She is experienced and knowledgeable in statutory and private provision suitable for children and young people's needs as well as funding requests, third party instructions, managing client accounts and updating cost trackers to ensure the needs and the best interests of the clients are met.

Due to the nature of her caseload, Laura is also experienced in working with packages of care, arranging support worker training and conducting supervision meetings.

Laura has personal and professional knowledge and experience in working alongside education settings and EHCPs.

Laura is also able to manage an adult client case load and has experience of working with adults with a diagnosis of Acquired Brain Injury, brain injury sustained at birth, epilepsy, ASD and learning disabilities. Working with adults she has experience of updating care and epilepsy plans to ensure support workers adhere to these. Laura is experienced in fully managing the care team including reviewing MAR charts, managing staffing levels, staffing rotas, training and providing supervision.

She remains current in her knowledge and skills through attending forums (in particular on supporting children with additional needs) and CPD including paediatric life support, manual handling and conflict resolution. Laura is also trained in Child and Adult Safeguarding - Level 2 and Level 3.

Education & Qualifications

- BSc (Hons) Child Nursing
- Diploma in Nursery Nursing
- Safeguarding Level 2 and Level 3

Memberships & Registrations

- CMSUK
- Nursing and Midwifery Council
- Royal College of Nursing



Very helpful. Cares and has the client's best interests at heart. Provides prompt replies and has been proactive.

Instructing Party

Laura has been exceptional. Client feedback is that Laura has assisted the client and her family hugely and without her assistance they would not have known how to access the care support the client needs. Laura is very receptive, emphatic and knowledgeable regarding TBI.

Riffat Yaqub, Hodge Jones Allen



Lisa Saward

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Toe

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Spinal Injuries

Cauda Equina Syndrome | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

18 years +

Location

Chelmsford

Experience

Lisa has 19 years' experience of working with clients with a variety of physical and mental health conditions, having worked in acute and rehabilitation inpatient settings, community services and social services, utilising the latest clinical evidence to support her clinical reasoning. Since becoming a case manager she has specialised in working with adults with complex orthopaedic injuries including soft tissue injuries, lower limb amputees, spinal fractures without loss of spinal cord function, and adults with brachial plexus and shoulder injuries. Through working with clients following catastrophic injury, Lisa also has experience of supporting clients with post-traumatic symptoms.

In the acute settings Lisa has worked as an occupational therapist, completing functional assessments, carrying out home visits and completing occupational therapy reports. In the rehabilitation setting she has been involved in treatment programmes, including assessment of activities of daily living, hand function, considering return to work plans, provision of



At a glance

Lisa is a highly experienced occupational therapist who has worked in both acute and community settings. Lisa works with adults and specialises in complex orthopaedic injuries including amputation. Lisa is able to support her clients to acquire high level prosthetics, intensive specialist rehabilitation, specialist equipment and adapted accommodation and care support as required. Lisa's specialisms extend to orthopaedic spinal injury, and psychological sequelae which can occur after traumatic life-changing events.

Lisa is organised and professional whilst delivering a kind, calm and compassionate approach to her clients and builds strong relationships with the client, their families and the professionals that she is working with. Lisa listens to the needs and wants of her clients and is accomplished at coordinating multiple services in a cohesive plan to achieve the best outcome for her clients.

Lisa is extremely detailed in her approach and will ensure timely updates and a carefully managed budget. Lisa knows how to maximise services to the most cost effective approach without compromising the client's care.



Lisa Saward

Occupational Therapist
Associate Case Manager

Experience

wheelchairs and liaising with a multi-disciplinary team. In the community she has worked with adults with physical disabilities, assessing for and providing equipment and developing schemes for major adaptation.

Lisa has been a case manager for over five years, and has used her experience and core skills as an occupational therapist to support her assessment and clinical reasoning when completing immediate needs assessments and case managing clients. She can unpick areas that require further clinical assessment by the appropriate clinicians, such as physiotherapists, occupational therapists and consultants. Her background in occupational therapy allows her to consider clients holistically, and make recommendations not just on their injury, but to promote their wider recovery and rehabilitation.

She has extensive experience in negotiating, implementing and evaluating goal directed; client focused rehabilitation programmes and links this with the management and coordination of statutory and private care and/or therapy services.

She is able to build supporting and therapeutic relationships with clients which allow a successful rehabilitation programme to be implemented.

Education & Qualifications

- BSc Occupational Therapy
- BA Psychology with Sociology

Memberships & Registrations

- British Association of Occupational Therapists
- CMSUK
- Health and Care Professions Council



She has identified the claimants needs and has arranged appropriate rehab. She communicates effectively and seeks authority before proceeding with recommendations.

Olivia Stacey, Allianz

Lisa has been able to help me negotiate the complexities of my rehabilitation by delivering the right amount of support and guidance when it was needed.

Client

Lisa, treated me with respect, very professional Good results. Great service. Responsive to my needs. Quick resolution to any issues or changes to my needs. I was never left unsure about anything. Sympathetic with genuine can do attitude. A pleasure to deal with.

Client



Margaret Cormack

Registered Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Brain Injuries

Acquired Brain Injury | CVA | Disorders of consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue injury/Joint

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Maxillo Facial | Ophthalmology | Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

At a glance

Margaret is a nurse with experience across a number of clinical settings including the community, hospice care and clinical wards within the NHS.

As a case manager, Margaret is able to take on children and young people and adult cases for clients with acquired or traumatic brain injury, spinal cord injury, amputation, poly trauma including those which result in post-operative complications. Margaret also has experience with clients with learning disabilities, sensory impairment, and psychological impact.

Margaret's extensive clinical career has given her exposure to and experience of complex needs post-surgery and within the home. She is experienced in complex care needs and packages within the home, behaviour management, safeguarding and supporting clients to function safely within the community.

Margaret is quickly able to develop good rapport with her clients and their families with her friendly nature and practical approach. Margaret has worked effectively in often quite challenging situations including those living in extreme poverty, challenging family environments/backgrounds, and is able to maintain a calm approach providing reassurance that she can support and problem solve in the most complex circumstances.

Ages Covered

From birth

Location

Brentwood

Experience

During her clinical career Margaret has provided high quality care to patients and their relatives in both the hospital and community setting. Within these settings she has supported people undergoing life-changing curative surgeries requiring post-operative rehabilitation, anti-cancer treatments which affect people physically and emotionally and patients at end of life care causing additional symptoms and emotional distress.

She has experience of working with clients following amputations and neurological surgery where extensive rehabilitation is required



Margaret Cormack

Registered Nurse
Associate Case Manager

Experience

including pain management, wound sites and reviewing progress against rehabilitation plans and goals alongside the MDT. She is a huge advocate for support the client outside of hospital and preparing them for life within the community.

Working on the Children and Young People's Cancer Unit at University College London Hospital, Margaret cared for children and young adults undergoing chemotherapy, radiotherapy and bone marrow transplants. This role included emotional family support in addition to clinical treatments and end of life care.

Margaret has worked with those following cancer of the neurological system and is a specialist in the implications for daily functioning and quality of life including loss of mobility, bowel and bladder function as well as impacts on mental capacity and behaviour.

Working in the community, Margaret has experience of supporting those following stroke, alcohol related dementia and hypoxic brain injury. The clients may require DOLS, MCA assessment and IMCAs and large packages of care within the home including 24 hour care or nursing support with tracheostomies in situ as well as assisted nutritional support.

Her experience within the home means Margaret has experience of those at risk of frequent falls, black-outs and seizures and ongoing assessment of mental capacity, care needs and risk to ensure safety.

As a community palliative care clinical nurse specialist at St Luke's Hospice, Margaret is experienced in managing complex caseloads and responsible for co-ordinating, managing and reviewing ongoing assessment of client's physical and emotional needs, co-ordinating end of life care, providing specialist symptom control advice to clients, their families and community MDT as well as providing ongoing emotional support, often within difficult and complex family dynamics. She is also experienced in working with clients where behaviour is challenging to manager which may be pre-existing or related to their disease.

Margaret also works in the One Response team at St Luke's Hospice managing urgent referrals from clients, relatives and carers within the community, providing 24hr telephone support and home visits. Through her complex clinical case load, Margaret has also built up significant experience in identifying vulnerable adults and children, applying safeguarding procedures and referring to appropriate agencies. She routinely assesses mental capacity and has sound knowledge of DoLS.

During her time as community palliative care clinical nurse specialist at St Joseph's Hospice in Hackney, Margaret worked alongside local hostels, engaging with the homeless population and ensuring access to appropriate clinical and support services.

As a staff nurse at The Royal Marsden Hospital, Margaret was responsible for supporting medical, surgical and palliative care patients. As nurse in charge she managed the day to day running of wards, meeting patient needs, discharges home and administering chemotherapy.

Due to her level of clinical experience, Margaret delivers teaching around symptom control, communication skills, death and dying and regularly mentors student nurses and junior colleagues.

Education and Qualifications

- BSc (Hons) Adult Nursing
- Level 6 Mentorship
- Level 6 Foundation in Cancer Care
- Level 6 Palliative Care in Cancer
- Level 6 Principles in Palliative Care
- Post Graduate Diploma Advanced Clinical Practice in Palliative Care

Memberships and Registrations

- Nursing and Midwifery Council
- CMSUK



Maria Nowshadi

Registered Paediatric Nurse | Community
Children's Nurse
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA |
Disorders of Consciousness |
Mild Brain Injury |
Neurodegenerative Disorders |
Post-concussion Syndrome |
Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury |
Cerebral Palsy | Congenital |
Genetic Disorders | Hypoxic
Brain Injury

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Sensory Impairment

Sensory Integration//
Processing Disorder
| Vestibular Disorder | Visual or
Hearing Difficulties

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Complex Spinal Cord Injury |
Partial Spinal Cord Injury

Psychological

Depression | PTSD | Stress



At a glance

Maria is a registered children's nurse and specialist practitioner in community nursing with over 25 years' experience supporting children and young people.

Working in community settings has allowed Maria to be able to comprehensively assess children in their home setting. As she has worked with children for the duration of her career, she is able to consider the family and educational needs of the child alongside the clinical and care needs. This allows her to build a robust rehabilitation programme that supports her clients to reach their full potential whilst being safely supported in their family unit.

Maria prioritises the voice of the child, and build relationships to allow this to be heard. She is a considerate practitioner who is always mindful of how her recommendations and discussions impact the child and family.



The case manager has worked well with our client and their family to progress matters and provide support.

Instructing Party

Ages covered

From birth to 18 years

Location

Bedfordshire

Experience

After 20 years in the acute setting Maria has spent the last 8 years working in the community where she has gained valuable experience in the assessment and planning of care and support for children and young people as well as their families. As a case manager, Maria is able to take on cases including, Acquired Brain Injury, birth injury and Spinal Cord Injury. Maria has a wealth of experience looking after children with complex medical needs, including those requiring long-term ventilation, tracheostomy care, Cerebral Palsy, epilepsy and PEG/JEJ/NG fed children.

As lead nurse (Band 7) for the Children's Community Specialist Nursing Service across Cambridgeshire, Maria was responsible for leading the Children's Community Nursing team, Special



Maria Nowshadi

Registered Paediatric Nurse | Community
Children's Nurse
Associate Case Manager

Experience

Needs School Nursing team and the Complex Care team. She had overall responsibility for audits and benchmarking, ordering, maintenance and the delivery of appropriate equipment and managing budgets. Maria is also experienced in liaising with stakeholders and partners in acute services, education and the CCG to develop services.

Maria has extensive experience in working within the education setting and was responsible for the relationship with nine special schools across Cambridgeshire to ensure appropriate training and support was in place for children and young people in her care. She held a caseload responsibility for children accessing school with serious health conditions and additional needs including long term ventilation, parental nutrition, oxygen management, PEG/JEJ/NG feeding and intermittent catheterisation. Within this she gained vast experience of risk assessments, EHCPs and working closely with the wider MDT to ensure children and young people met their potential.

She was involved in supporting and managing the discharge from hospital for children with complex health needs and working alongside the CCG and the complex care team to ensure suitable care packages were initiated within the home and to support access to education.

Due to her knowledge and experience, Maria has experience of training and supporting teams of carers who carry out respite care for children within the home.

In previous clinical roles, Maria has gained experience in A&E settings and paediatric wards as well as community based nursing where she carried out clinical interventions to avoid hospital attendance for outpatient appointments. Maria has also worked within Neonatal Unit, where she completed her Neonatal and Specialist Care of the Newborn training. As a neonatal nurse, Maria was responsible for looking after pre-term babies born from 24 weeks' gestation up to full term and regularly managed critical life threatening episodes. She is able to discuss medical needs and provide support to parents to help them understand complex situations within the world they find themselves living in as well as managing the responsibilities as a parent; working sensitively and providing reassurance.

Education & Qualifications

- BSc (Hons) Children's Community Nursing Specialist Practice
- Nursing Mentorship
- Intensive care of the new born
- Specialist care of the new born
- Diploma in Healthcare Education Nursing RN child

Memberships & Registrations

- Nursing and Midwifery Council
- BABICM



Matt Alexander

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

18 years +

Location

Offley

Experience

In his most recent role of senior physiotherapist at Lister Hospital, Matt led the amputee service supporting clients from day 1 post-operative procedures through to being prosthetic limb users and discharged into the community. Matt has a wealth of experience working with amputees including both the practical challenges and barriers they face as well as the emotional challenges and education needs of both clients and their families or broader support networks. He is also knowledgeable of local services and is a strong advocate for clients in signposting relevant support services including OT, social services, amputee charities, mental health services and wheelchair services as well as where unmet needs occur in terms of medical and nursing treatment.

Matt's special interest in working with amputees has included



At a glance

Matt is a highly experienced senior physiotherapist who has worked in acute/surgical and ICU NHS settings, as well as in the community. Matt's specialisms include amputation (upper and lower limb), acquired brain injury, polytrauma/ complex orthopaedic, elderly care and respiratory conditions.

He provides a very warm and caring approach to his clients who consequently feel calm and relaxed in his hands. Matt will provide attention to detail when assessing and supporting his client's, ensuring every need is identified. Matt will not be phased by challenging situations and will problem solve and think creatively to enable clients to maximise their goals.

Matt is accomplished at leading and working closely with MDT's. in his NHS work he has developed pathways for inpatient amputee rehabilitation, been involved in teaching sessions for other professionals and developed a monthly peer support network group for amputees and their families.

He has an in-depth understanding of the challenges faced by individuals who had suffered catastrophic injury and ensures that he supports his client's in all areas of their life; enabling them to achieve their maximal physical and psychological recovery, return to enjoyed activities, and facilitate a return to gainful employment.



Matt Alexander

Physiotherapist
Associate Case Manager

Experience

leading on service/pathway developments and improvements within the NHS to ensure those who undergo amputations are given every opportunity to regain as much independence and function as possible throughout and beyond rehabilitation. Matt developed the pathway for inpatient amputee rehabilitation, from pre-op to discharge and working with rehabilitation units to ensure patients were getting the right amputee rehabilitation at an early stage. This has also included teaching sessions for other professionals, including presenting at the Vascular Network meeting in Hertfordshire, to emphasise the importance of rehabilitation with amputee patients and the role of the physiotherapist within that.

Matt has also helped to develop a monthly peer support network group for amputation patients and their families, alongside the Charity, Steelbones, to ensure patients have ongoing support, including psychological support.

In previous clinical roles, Matt gained experience of working in a number of in-patient rehabilitation units and orthopaedic wards. Within the rehabilitation units, Matt supported stroke, elderly, respiratory and paediatric clients. He also worked with in intensive care during the first wave of COVID where he encountered patients and families who had and were experiencing significant changes in their lives. Within this situation he managed the therapeutic process and associated challenges under intense conditions to achieve the best possible outcome for those in his care.

His experience in the community has seen Matt assess and treat clients within the home and providing appropriate interventions following limb loss as well as supporting those having issues with basic needs such as washing and dressing, eating and drinking.

Education & Qualifications

- BSc (Hons) Physiotherapy
- BSc (Hons) Sports Management
- Royal College of Nursing Leadership Course
- Sports Therapy and Personal Training Diploma

Memberships & Registrations

- Health and Care Professions Council
- Chartered Society of Physiotherapy
- British Association of Chartered Physiotherapists in Amputee Rehabilitation



Excellent service. We are very happy.

Client



Rebecca Lucas

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Maxillo Facial | Ophthalmology | Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

18 years +

Location

Cambridgeshire

Experience

Rebecca has worked as a Vocational Rehabilitation OT and most recently as a Complex Trauma OT and Team Lead at Headley Court Defence Medical Rehabilitation Centre. She is competent at assessing the needs of clients with a range of conditions including: Amputation (traumatic and elective); Spinal Cord Injury and associated conditions; Complex Orthopaedic and Soft Tissue injuries; Upper Limb injuries; Burns and Scarring; and other Polytrauma. She also has experience of supporting clients with a range of acquired mental health conditions including PTSD, Depression and Anxiety disorders.



At a glance

Rebecca is an occupational therapist with approaching fifteen years' experience covering statutory and private healthcare settings, including work within the military. She specialises in the case management of clients with amputation, poly trauma, spinal cord injury and orthopaedic conditions. She is highly experienced as a case manager, and through her work she also has experience of managing clients with sensory impairments, soft tissue injuries, burns and mental health problems.

Rebecca is known for providing her clients with bespoke support throughout all phases of their rehabilitation and has great awareness of all areas of their lives, including the home, community and workplace.

Rebecca is proficient in managing large MDTs, and sourcing/instructing experienced therapy and rehabilitation providers to support her clients. Rebecca is well respected at Bush & Co, and known for her pro-active approach to work. She is diligent with regards to maintaining appropriate contact with instructing parties, and is a strong report writer and communicator.



Rebecca Lucas

Occupational Therapist
Associate Case Manager

Experience

Her work calls for a creative and innovative approach when supporting clients with conditions that are complex and unique in nature. She has had the opportunity to work within a well resourced MDT and has a deep understanding for the unique rehabilitation needs of individuals receiving care. With a willingness to learn, Rebecca maintains her CPD and is self-directed in identifying training and learning needs to best inform and support practice for the benefit of clients, their families and other agencies involved in care.

Rebecca regularly liaises with external agencies to ensure effective communication and care delivery. This includes attendance at Case Conferences and ensuring a high standard of documentation including the creation of factual reports. She follows the RCOT and HCPC Code of Ethics and Professional Standards to ensure the utmost professionalism in her practice.

As a team leader, Rebecca has experience of the management of staff and ensuring effective day to day management of a busy and high performance team. This role called for strong organisation, prioritisation and co-ordination skills and a can-do attitude to ensure targets are met and standards are upheld.

Through her professional experiences, Rebecca has developed a sound understanding of the bio-psycho-social needs of the complex trauma client and others involved in their care to promote positive rehabilitation outcomes.

Education & Qualifications

- BSc (Hons) Occupational Therapy

Memberships & Registrations

- Health and Care Professions Council
- British Association of Occupational Therapists
- Royal College of Occupational Therapists - Specialist Section for Independent Practice
- CMSUK



Rebecca worked very hard on my behalf and expressed a high degree of empathy and understanding for my situation and needs.

Client

My feedback is simple, Rebecca is brilliant!

Instructing Party

Without the support of Rebecca I would have been at a loss of where, or how, to even begin my rehab and be aware of some of the items that helped with day to day tasks. Knowing that Rebecca was on board removed a lot of stress from me and my wife.

Client



Susan Tucker

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Toe | Partial | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | PTSD | Stress

Ages Covered

18 years +

Location

Bedford

Experience

During her time with Bedfordshire Community Health Services, Essex Partnership University Trust and the East London NHS Foundation Trust, Susan has managed neurological rehabilitation teams, intermediate care services and community nursing teams. She has strong leadership and decision making skills and has built up a large knowledge base and health and social care provider contacts during her career.

She is experienced in assessing and treating clients with the aim of improving independence and quality of life post-injury and is well versed in the practice of functional tasks, counselling, motivating and integrating clients back into the community. Her

At a glance

Susan has strong leadership and decision making skills and has established health and social care provider contacts. Susan is experienced in assessing clients with the aim of improving independence and quality of life post-injury and is well versed in the practice of functional tasks, counselling, motivating and integrating clients back into the community and reaching their optimum potential. Susan has provided leadership and operational management of countywide services including neuro rehabilitation, early supported discharge services, intermediate care teams, discharge planning, continence services, wheelchair services and phlebotomy, ensuring robust pathways were in place for efficiency and service delivery.

Instructing parties comment on Susan's detailed reports, the effectiveness of her recommendations, and the rapport she is able to build with her clients. Clients say she is supportive, a great listener and understanding.



Susan was able to keep us updated regularly with detailed progress reports and was able to maintain a good repour with all parties and ensure the treatment recommendations were agreed. The impression I got from the client was that she found Susan's input a great help especially in the early stages of the claim.

Instructing Party



Susan Tucker

Occupational Therapist
Associate Case Manager

Experience

experience includes writing care plans for support workers to follow, with the goal of helping clients to reach their optimum potential.

As a clinical services manager, Susan has provided leadership and day-to-day operational management of a portfolio of county-wide services. This includes neuro rehabilitation, early supported discharge teams, inpatient rehabilitation beds, intermediate care teams, discharge planning, continence services, wheelchair services and phlebotomy teams and has a broad knowledge of effective services and client needs as a result. She was responsible across these services for ensuring robust pathways were in place for efficiency and service delivery.

In addition, Susan is comfortable managing budgets effectively and ensuring services and staffing are delivered within budgetary constraints.

Susan is trusted and relied upon to provide family and carer training and education to support the rehabilitation process. She remains clinically relevant through using best practice tools and techniques and is a member of the Health and Care Professionals Council.

Education and Qualifications

- BSc Occupational Therapy

Memberships and Registrations

- Health and Care Professions Council
- BABICM



A very supportive Case Manager who listened deeply to my needs and was very calm, polite and helpful. Thank you.

Client



Taylor McDonald

Sports Therapist
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand & Upper Limb Injury
Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

Essex

Experience

Taylor is a qualified sports therapist with extensive experience working in neuro rehabilitation and in particular working with clients following Spinal Cord Injury. She has predominantly worked for a not for profit company in the charity sector where she has championed equal opportunities for those living with Spinal Cord Injury when accessing rehabilitation, exercise and employment.

Her experience working with spinal cord injured clients and her exposure to inequalities in care as a neurorehabilitation specialist with Neurokinex led Taylor to play an integral role in developing a referral scheme which now allows all newly injured people to have six free rehabilitation sessions after discharge from hospital. Taylor works with a wide range of clients with varying levels of paralysis.

At a glance

Taylor is a senior neurorehabilitation specialist and works with adults, specialising in the case management of Acquired Brain Injury and Spinal Cord Injury. Taylor is passionate about enabling individuals to have access to services according to their needs and outside of her role as an associate case manager, has worked for a nonprofit company championing equal opportunities for those living with spinal cord injury.

Taylor gives her clients support from early assessment and can do this in acute hospital settings or in the community. Taylor is accomplished at addressing the broad spectrum and changing needs of a client with an acquired brain injury, spinal cord injury or complex orthopaedic injury. Taylor proactively works in a manner that ensures that she is one step ahead to avoid treatment or therapy delays thereby striving to keep the client progressing forwards toward their goals.

Taylor brings a refreshing practical 'can do' approach with an engaging personality, enabling her to form strong therapeutic relationships with her clients and their families. She is able to identify what will be motivational for her clients and incorporates this into her rehabilitation planning.

Taylor works collaboratively with the MDT and provides timely updates to instructing parties. Taylor has developed a quality supplier network utilising both statutory and private services to advantage ensuring quality but cost effective interventions, and is adept at managing case expenditure.



Taylor McDonald

Sports Therapist
Associate Case Manager

Experience

As a senior neurorehabilitation specialist and centre manager with Neurokinex, Taylor provides bespoke neurorehabilitation to people with complex neurological conditions including Spinal Cord Injury, Traumatic Brain Injury, Transverse Myelitis, Multiple Sclerosis and Cerebral Palsy. She is also experienced in the secondary complications and client needs that occur in these injuries and conditions including cough assist bowel and bladder management, washing and dressing, eating and drinking challenges, equipment and aids and hoist and slide board transfer assisting; address the holistic needs of a client surrounding their injury.

Taylor remains current working clinically and by taking part in regular CPD including topics such as paediatric neurorecovery, paediatric physiotherapy and mental health awareness.

Education and Qualifications

- MSc Public Health and Promotion
- BSc (Hons) Sports Therapy
- Level 3 Diploma in Child Psychology

Memberships and Registrations

- Society of Sports Therapists
- CMSUK

Additional Languages

- British Sign Language



What can I say Taylor is there 24/7 for me
If i need anything I can call her any time
she great at her job.

Client



Taylor is approachable and easy to
communicate with. The case is not
straightforward and Taylor is helping the
Claimant deal with a number of
lifechanging issues.

Instructing Party

A large, stylized tree graphic in a light beige color, composed of thick, curved lines for branches and several simple leaf shapes. The tree is centered on the page and serves as a background for the text.

East Midlands



Cate Porter-Halstead

Social Worker

Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Development

Acquired Brain Injury | Cerebral Palsy | Hypoxic Brain Injury

Chronic Pain

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Ophthalmology | Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

From birth to 25 years

Location

Nottingham

Experience

Cate's career began as a Residential Support Worker for 'Looked After' children at Corvedale Care (now Care UK) from 2003 to 2004. In this role, she provided intensive emotional and behavioural management, implemented de-escalation techniques, and developed trusting relationships with boys aged 10-14 who had experienced trauma. She was responsible for working with the MDT to ensure care plans met and responded to changing needs and supporting with education and leisure interest to ensure fulfilled lives.

From 2005 to 2007, Cate served as a Support Worker for children aged 7-19 with learning disabilities at a Mencap respite home. She promoted independence, facilitated leisure activities, and adapted communication styles to engage meaningfully with the children while maintaining records and confidentiality.

In 2010 she earned a Master's Degree in Social Work from Nottingham University. She then became a Family Court Advisor / Children's Guardian for Cafcass (Children and Family Court Support and Advisory Service). In this role, she undertook

At a glance

Cate is an experienced social worker and family court advisor with a diverse background in social care and child advocacy. With a career spanning several roles and countries, she has consistently demonstrated adaptability, compassion, and a commitment to improving the lives of vulnerable individuals, especially children. Throughout her career she has experience of supporting children and young people with disabilities, those within the care system, homeless children and young people in prison.

As a case manager, Cate is passionate about advocating for the child and making a tangible difference to their lives; bringing reassurance, comfort and guidance. She is also well respected in her dealings with the Court and has a clear understanding of expectations on her. She works honestly and sensitively with families under significant strain and is able to work with clients who are extremely vulnerable and have experienced adversity. Cate has developed strong skills in building a rapport with clients of varying backgrounds and clinical needs. She is able to be a strong advocate and represent clients' needs robustly and in a sensitive way.



Cate Porter-Halstead

Social Worker

Associate Case Manager

Experience

assessments, wrote court reports, gave oral evidence in family court, and worked closely with separated parents in high-conflict situations to prioritise the welfare of children. The children and families she worked with and advocated for were often traumatised with complex needs. Her role included advising Local Authorities and Family Court about care plans, ongoing medical needs and treatment approaches whilst also safeguarding the child.

Cate's career is characterised by a dedication to child advocacy, adaptability, strong communication skills, and the ability to navigate complex and challenging situations. Her educational background and extensive experience make her a reliable case manager and child and family advocate.

She has been a mentor and practice educator, sharing her expertise with others and contributing to the development of future professionals in the field.

In 2008, Cate volunteered as a support worker and teacher in Ghana. She taught subjects like math and English, provided emotional support to young offenders and homeless children, and played a critical role in rehabilitating homeless children to their families.

Education and Qualifications

- Masters Degree Social Work
- BA Degree Sociology and Social Policy

Memberships and Registrations

- Health and Care Professions Council
- British Association of Social Work
- CMSUK



Claire Singlehurst

Physiotherapist
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA |
Disorders of Consciousness |
Mild Brain Injury |
Neurodegenerative Disorders |
Post-concussion Syndrome |
Stroke | Traumatic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome |
Complex Spinal Cord Injury |
Partial Spinal Cord Injury

Psychological

Depression | Mental Health |
PTSD | Stress

Ages covered

18 years +

Location

Lutterworth

Experience

Claire is a chartered physiotherapist with over 20 years' practical experience working in both the NHS and private sector. She has an exceptionally broad range of skills; predominantly managing complex clients within the fields of neurology, orthopaedics, brain injury and spinal cord injury.

Claire has worked in her NHS role as an advanced specialist palliative care physiotherapist in Northamptonshire Healthcare Foundation Trust for over 15 years, developing extensive expertise in this field. Her primary clinical responsibilities are in meeting the physical, psychological, care and rehabilitation needs of a caseload of 42 neuro-palliative patients and their families; as well as optimising their symptom control through hands on clinical interventions. Her caseload includes highly complex patients diagnosed with conditions such as, Frontal Temporal Dementia, Glioblastoma, Motor Neurone Disease, Multiple System's Atrophy, Prion's Disease, Parkinson's Disease, catastrophic Stroke and Spinal Cord Compression; often



At a glance

Claire specialises in the case management of clients with acquired brain injury, chronic pain, spinal cord injury and musculoskeletal conditions. She is vastly experienced as a case manager, and gives her clients tailored support throughout all phases of their rehabilitation and all areas of their lives, including the home, community and workplace.

Through her work she also has experience of managing clients with hand and upper limb injuries, mental health conditions, soft tissue injuries, stroke and neurodegenerative disorders.

Claire is proficient in obtaining experienced care and rehabilitation providers as well as coordinating and managing large MDTs. Claire is known for her productive therapeutic relationships with clients and their families, and is a skilled communicator and passionate advocate for her clients.



Claire Singlehurst

Physiotherapist
Associate Case Manager

Experience

presenting with multiple physical and cognitive needs.

In her early clinical career, Claire spent four years gaining her broad range of skills in the dynamic setting of the Queens Medical Centre (QMC), Nottingham. During her years at the QMC she progressed to senior physiotherapist and gained invaluable experience on the busy and challenging Trauma, Neurosurgery and Spinal Wards, Stroke Rehabilitation Unit and ICU. She then moved to Leicestershire working as an independent senior physiotherapist in a variety of private and NHS community settings in the East Midlands region.

With her extensive and relevant knowledge base as a foundation, Claire entered the field of case management in 2010, and has since gained wide-ranging experience working with many physically and cognitively impaired adults, supporting them and their families from the acute stages of injury through to settlement of legal cases and beyond.

She is highly competent in working with both single and joint instruction cases. This has developed her awareness of the many legal processes and support services that clients and families endure, enabling her to fully support the client, whilst ensuring the legal team are continually updated in terms of the client's progress.

Claire is highly conscientious, proactive and organised which facilitates her holistic approach to case management. She is experienced in managing complex cases and co-ordinating multi-disciplinary team meetings in which she is comfortable taking the lead. She prides herself in being an effective advocate for her clients where required. Claire is friendly and approachable, whilst also being assertive with both clients and professionals as required in order to achieve effective outcomes.

Her advanced communication skills ensure that she empathises with clients enabling her to forge highly effective and trusting therapeutic relationships with them, whilst also fully supporting and educating family and carers; all of which facilitates clients in achieving their maximum rehabilitation potential.

Education & Qualifications

- Evidential Report Writing
- Transactional Analysis and Motivational Interviewing
- PGDip Physiotherapy and Chronic Pain Management
- Advanced Communication Skills Training
- Chartered Physiotherapist BSc (Hons) Physiotherapy

Memberships & Registrations

- Association of Chartered Physiotherapists Interested in Neurology
- Association of Physiotherapists in Oncology and Palliative Care
- British Medical Acupuncture Society
- CMSUK
- Chartered Society of Physiotherapy
- Health and Care Professions Council



Claire is knowledgeable and caring in this very difficult time for me.

Client



Daniel Whitlock

Physiotherapist
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA |
Disorders of Consciousness |
Mild Brain Injury | Post-
concussion Syndrome | Stroke
| Traumatic Brain Injury

Psychological

Depression | Mental Health |
PTSD | Stress

Ages covered

18 years +

Location

Northamptonshire

Experience

Daniel is a Registered Physiotherapist who has experience of working in a variety of settings including secure hospitals, locked rehabilitation and community rehabilitation. Daniel has specialised in brain injury rehabilitation for clients with complex physical and mental health presentations. This also involves managing often complex family and social situations.

Daniel has expert skills in the assessment of complex patients and identifying goals that focus rehabilitation to promote independence and achieve the best results for the client.

Prior to working as a Case Manager Daniel led a Multidisciplinary/Transdisciplinary Team of health professionals and Medics who achieved goal centred outcomes in rehabilitating acquired brain injury clients and reducing levels of challenging behaviour to enable the client to optimise their rehabilitation potential.

A significant part of this work is maintaining continuous and effective communication throughout the clients care from the moment of the first assessment. This requires regular reviews, informing families and extensive communication with health professionals who are involved in the clients care.

Daniel has experience in identifying risk and developing risk management strategies to protect the client and those involved in the rehabilitation of the client.



At a glance

Daniel has experience of working in a variety of settings including secure hospitals, locked rehabilitation and community rehabilitation. Daniel is specialised in brain injury rehabilitation for clients with complex physical and mental health presentations. This also involves managing often complex family and social situations. Daniel has expert skills in the assessment of complex patients and identifying goals that focus rehabilitation to promote independence and achieve the best results for the client. Daniel leads a MDT/Trans-disciplinary team of health professionals and medics to achieve goal centred outcomes and reducing levels of challenging behaviour to enable the client to optimise their rehabilitation potential. Daniel has experience in identifying risk and developing risk management strategies to protect the client and those involved in their rehabilitation.

Instructing parties comment on his excellent client relationships and quality of his reports and clients applaud his knowledge and how easy he is to get on with.



Daniel Whitlock

Physiotherapist
Associate Case Manager

Experience

When leading a team of health professionals Daniel has extensive experience of supervising Therapists and Support Workers to keep them rehabilitation focused and achieve SMART goals.

Daniel is a Trustee for a nationwide pain charity where he makes decisions about the running of the charity and how funds are best spent to have a positive impact on the lives of the people who need support from the charity.

Education & Qualifications

- MSc Physiotherapy
- BSc (Hons) Sports Therapy

Memberships & Registrations

- Chartered Society of Physiotherapy
- BABICM
- Health and Care Professions Council
- Association of Physiotherapists interested in neurology (ACPIN)



Thank you for the draft report which I have carefully read this morning. It is, as I would always expect from Dan, on the face of it fully of detail and excellent for immediate purposes.

Instructing Party

Dan has an excellent relationship with client, father and team at Avalon. He is quick to respond to any issues, queries or concerns and works hard to support client and father. He is knowledgeable in the field of brain injury and goes above and beyond. He is a pleasure to work with and I have a good working relationship with Dan.

Claire Roantree, Boyes Turner

So I have known and being working with Dan for nearly 2 1/2 years. I must say not knowing what a case manger does up to this point or should know, I couldn't ask for a better person. Dan is such a nice easy to get on with person. He is very knowledgeable and helpful. He has a huge knowledge of people and the right people to talk to. He has and I know will continue doing an amazing job helping me and make this difficult time an easier process. I feel lucky to have him on board.

Client



Emma Jephcott

Registered General Nurse
Associate Case Manager

Injury/Condition

Major Trauma/Poly Trauma
Internal injuries

Spinal Injuries
Spinal fractures

Medical Needs

Oncology | Palliative Care

**Musculoskeletal/Soft Tissue
Injury/Joint**

Ages covered

18 years +

Location

Leicester

Experience

Emma is a registered general nurse with 20 years post-qualification experience, primarily in Trauma and Orthopaedics and Disability Assessment where she has held senior roles; gaining experience in the assessment, treatment and care of patients with serious and life-threatening or limb-threatening injuries. She has an in-depth understanding of serious injuries and the physical and psychosocial issues that clients and their families face following such events.

She has post-graduate qualifications and experience of tissue viability (wound care), working previously as a tissue viability lead nurse for a Trauma and Orthopaedic unit; offering advice and support to other staff in order to manage sometimes extremely complex wounds. In later roles, Emma worked in the field of disability analysis/assessment involving the holistic assessment of clients and the provision of high-quality reports.

Emma specialises in the assessment, treatment and review of clients who have sustained traumatic and life-changing orthopaedic injuries. She has excellent background medical knowledge in this area and makes sure she keeps up-to-date with new medical innovations so she can provide effective advice and support in accessing the very latest treatment options. Emma is highly experienced in managing complex cases where multiple agencies need to be involved in order to achieve



At a glance

Emma specialises in the case management of clients with poly trauma, musculoskeletal and orthopaedic conditions. She is highly experienced as a case manager, and through her work she also has experience of managing clients with life-threatening or limb-threatening injuries, and tissue viability problems.

Emma gives her clients tailored support throughout all phases of their rehabilitation and is mindful of all areas of their lives, including the home, community and workplace.

Emma is proficient in managing large MDTs, and instructing experienced therapy and rehabilitation providers to support her clients.

Emma is highly respected at Bush & Co, and known for her pro-active approach to work. She is diligent with regards to documentation, report writing and maintaining appropriate communication with instructing parties. She consistently receives outstanding feedback. Instructing parties state how proactive she is and comment on her knowledge of prosthetics and the role of a case manager and establishing client needs. Clients comment on how caring she is in difficult circumstances as well as how approachable and knowledgeable she is.



Emma Jephcott

Registered General Nurse
Associate Case Manager

Experience

the best outcome for the client. She is able to liaise between the client, their family, and any healthcare professionals involved to ensure that everyone is working towards the same goal.

Emma is an enthusiastic and knowledgeable associate case manager, who will always act as an advocate for the client, putting them at the centre of all interventions. She is passionate about her role and achieving maximum rehabilitation potential for all her clients, from the initial assessment until the end of the litigation process, and beyond.

She is known to be incredibly organised and to work well independently and as part of a team. She works well to tight deadlines if necessary, and her report writing skills are second to none.

Education & Qualifications

- Diploma HE (Nursing) with commendation - Registered General Nurse
- ENB N49 Tissue Viability
- Diploma in Disability Assessment

Memberships & Registrations

- Nursing and Midwifery Council
- Royal College of Nursing
- CMSUK



Very knowledgeable, caring person at a time of difficult circumstances for me. Easy to understand and information given. Very thorough and always willing to give advice, even outside of office hours.

Client

She is jointly instructed on an amputee case of mine. She has been extremely proactive introducing a company for rehabilitation and prosthetic input, a company for vehicle solutions as well as various therapists. I have not had to intervene or make suggestions regarding input at any stage, which is most uncommon. My client has been really impressed with her support and I wanted to convey these messages to you.

Instructing party

Emma has not been 'on my case' for long but took up the reins swiftly; it was evident that she had an understanding of the issues and was capable when we discussed options etc. She was very easy to work with. very pleased with the overall service.

Client



Helen Cagle

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss
Digit | Toe

Birth Injury/Developmental Delay
Cerebral Palsy | Congenital | Genetic Disorders

Chronic Pain

Hand and Upper Limb
Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma
Internal Injuries | Respiratory Conditions

Medical Needs
Oncology

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment
Maxillo Facial | Ophthalmology | Visual or Hearing Difficulties

Skin and Tissue
Burns | Plastics | Scar Management | Tissue Viability | Wound care



At a glance

Helen is a registered general nurse with over 24 years' experience supporting children and adults with complex clinical needs. Helen also has extensive case management experience, working in the field for over 17 years.

Helen is an autonomous case manager, who has the skills and experience to support clients through their rehabilitation. Her clinical skills allow her to adapt her assessment and recommendations to the age and clinical presentation of the client, with her case management experience allowing her to consider the reasonableness of these recommendations prior to sharing with instructing parties.

A key strength of Helen's is her ability and drive to work holistically with and for clients. She has gone over and above in her role to ensure that her clients have a positive experience with rehabilitation. She had built sensory gardens for a child client, taught a child to ride his scooter and is a constant point of contact for her clients.

Helen takes a measured and sensible approach to her case management, building relationship that instil trust with her clients and families. Instructing parties comment on how supportive she is and her ability to go above and beyond to meet the needs of the clients. Clients applaud Helen for how she treats them with respect, her responsiveness and reliability.

Ages covered

2 years +

Location

Leicestershire and
Liverpool

Experience

Helen specialises in the areas of severe and complex orthopaedics, polytrauma; including internal injuries and complex regional pain syndrome. She also has experience in the management of spinal fractures, compartment syndrome, cerebral palsy and injury from birth. Helen has managed clients from the moment of discharge from hospital through to the post settlement of their legal cases and beyond.

Post qualification Helen worked in a very busy inner London hospital on a General Surgical Ward including St Thomas' Guy's and Northwick Park. She later progressed to work for a private pharmaceutical company as nurse advisor, regional nurse manager and ultimately professional development manager. This involved managing a large team of nurses. Her time management, training and interpersonal skills were vital within this role.

Helen has an excellent understanding of the litigation process



Helen Caple

Registered General Nurse
Associate Case Manager

Experience

and how much support clients and their families need during this time. She ensures that the clients are supported throughout case management whilst encouraging them to regain as much independence as possible. Over her years in case management she has built up very strong relationships with claimant solicitors, defendant solicitors and insurers. Helen communicates very well with all instructing parties but is able to work independently and autonomously to get on with her work on a day to day basis.

Helen also has experience of working overseas, having worked as a nanny in America for a year and in two Romanian orphanages during her children's training.

Education & Qualifications

- Registered General Nurse
- Registered Sick Children's Nurse

Memberships & Registrations

- CMSUK
- Nursing and Midwifery Council
- Royal College of Nursing



Supportive to my client at a very difficult time and has assisted greatly with her recovery.

Steven Baylis, Affinity Law

Helen has been wonderful with our client and very helpful.

David-James Stott, Bird and Co

Helen has supported us through a very difficult time. She has been our case manager for over six years now and has always been reliable and extremely helpful. She has constantly been responsive to the needs of our granddaughters and her recommendations have made things much easier.

Client



Jackie Walsh

Social Worker
Associate Case Manager

Injury/Condition

Brain Injury

Acquired Brain Injury | CVA | Mild Brain Injury | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Learning Disabilities

Major Trauma/Poly Trauma Internal Injuries

Sensory Impairment

Sensory Integration / Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Complex Spinal Cord Injury

Psychological

Depression | mental Health | PTSD | Stress

Ages Covered

From birth

Location

Leicester

Experience

Jackie is a well-known, long-standing Bush & Co case manager, highly regarded by those who work with her and extremely experienced in complex case management for clients with a brain injury, cerebral palsy and spinal cord injury.

As a social worker with over 25 years' experience working with adults and children she has extensive knowledge of safeguarding for children and vulnerable adults, mental health work, children and adults with complex needs and assessment of their right to statutory services. She is also understanding of complex family dynamics, working with family trauma, supporting children with augmented communication needs and offers practical support for parents in managing behaviour.

She is an experienced practitioner and has worked as a manager within statutory social work and the private sector; both in the UK and Australia. She has set up a Domiciliary Care Service for children with complex needs and has been a social work lecturer for the Open University. Jackie also has experience working as a care expert in medico-legal cases. She has extensive experience in setting up packages of care both through direct employment

At a glance

Jackie is a qualified social worker with over 30 years' experience working with children and young adults. She is an experienced practitioner and has worked as a manager within statutory social work and the private sector; both in the UK and Australia. Her experience covers interdisciplinary working for children with complex health conditions. Jackie has a special interest and experience in working with children who are ventilator dependent due to a spinal cord injury. She has extensive experience in accessing statutory service provision both from Social Care and Health. She also has experience in supporting families to access Education and Health Care Plans and challenging Local Authorities to ensure the appropriate provision is in place.

Jackie has worked as a Case manager since 2009, she is recognised as an outstanding professional with huge experience of the challenges faced by clients and their families. Her caseload includes many children with life limiting conditions, her experience of working in such challenging situations has proved invaluable in supporting families through the most challenging of times.

Clients comment on her caring and professional manner and how they feel very supported.



Very professional manner and very caring.

Client



Jackie Walsh

Social Worker
Associate Case Manager

Experience

and using agencies. She also has extensive experience ensuring the educational needs of children are met.

Throughout all her work, Jackie is an advocate on behalf of the client and in particular, the educational needs of children through the statutory assessment process. She is experienced in capacity assessments and best interest decisions and can support clients effectively in accessing funding through private and statutory avenues.

Her leadership skills include managing and supervising large multi disciplinary teams as well as establishing and effectively managing care packages. She also has experience of chairing multi-agency meetings.

Jackie works competently with solicitors and insurers and all other involved professionals to ensure care and support is clinically reasoned and evidenced based. She has experience of giving evidence in Court and substantial report writing skills including the completion of reports for court processes.

Education and Qualifications

- BSc (Hons) Psychology
- MA CQSW in Social Work

Memberships and Registrations

- Social Work England
- CMSUK



One really feels well supported by Jackie Walsh. She is very knowledgeable and very respectful. My sons HP team are full of admiration for Jackie Walsh.

Client



Jo Bamberger

Social Worker
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury |
Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury |
Cerebral Palsy

Ages covered

From birth

Location

Hinckley

Experience

Jo is a case manager and a social worker with over 20 years' experience working with children, young people and young adults with complex disabilities. She is experienced in working alongside clients and families from diverse cultural and ethnic backgrounds.

Working with care and compassion, Jo has a reputation for working to support families through times of crisis. With significant experience of assessments and working with multi-disciplinary teams, she is able to come alongside families to support them, working professionally with a client-centred approach. Jo specialises in working with individuals who have suffered traumatic brain injury or have a wide range of learning and physical disabilities or sensory issues.

Her clinical career has included over 21 years working as a social worker and manager for Leicester City Council. She currently works for the Children and Family Court Advisory and Support Service (CAFCASS) as a Children's Guardian and Family Court Advisor, providing case analysis and recommendations to the Courts on the best course of action for vulnerable children and their carers. She is a member of the safeguarding advisory team within Bush & Co.

She has a comprehensive knowledge of the Special Educational Needs sector as well as an excellent understanding of statutory children's child protection, child in need and transitions services. She has experience of working within the legal framework of statutory children's legislation, the Care Act and the Mental Health Act. With experience as both a practitioner and manager, Jo has skills in recruitment, supervision and management



At a glance

Jo specialises in the case management of clients with acquired brain injury, autistic spectrum disorder, learning disabilities, challenging behaviour and sensory impairments. She is highly experienced as a case manager, and through her work she also has experience of managing clients with significant co-morbidities and complex presentations.

Jo is considerate of all her clients' needs, including home, community, education and workplace settings. She gives her clients tailored support throughout all phases of their rehabilitation and is well respected at Bush & Co and beyond.

Jo is proficient in managing large MDTs, and instructing experienced care and rehabilitation providers to support her clients.

Jo has extensive knowledge of the special educational needs sector, child protection, child in need and transition services. She is known for her pro-active and diligent approach to work.



Jo Bamberger

Social Worker
Associate Case Manager

Experience

of staff teams and management of budgets as well as case work and direct work with clients.

As an experienced team manager, Jo has managed statutory Disabled Children's Services, including management of occupational therapists, Child Protection and Child in Need teams and provision of short break services. She has experience of assessments, court work, provision of services and case management, working with professionals from a variety of disciplines. Jo has extensive knowledge of the Special Educational Needs sector, Education, Health and Care Plans and the transitions process.

Throughout her career, Jo has developed highly specialised skills and knowledge working with complex cases with children and young adults with significant and multiple disabilities. This includes clients with physical, behavioural, learning and sensory disabilities, as well as working with parents or carers with their own learning or physical disability needs. She is quickly able to develop a rapport with clients and their families and offers an excellent advocacy service, supporting clients to make their voices and needs known and understood.

She is open, honest and compassionate, and able to develop a good relationship with clients, families and professionals. Her specialist knowledge in the area of paediatrics and young adults makes her particularly suited to support younger clients, acting as a knowledgeable, strong advocate to ensure a client-centred, holistic assessment and care plan is formulated to ensure best outcomes.

Education & Qualifications

- Diploma and Masters degree in Social Work
- Post Qualification Child Care Award in Social Work
- ILM Level 3 (Institute of Leadership and Management)

Memberships & Registrations

- British Association of Social Work
- BABICM
- Social Work England



I have been extremely happy with how my case has been handled and how great Jo has been.

Client

Jo is an excellent case manager. She keeps the Parties fully updated, is proactive and has developed a strong relationship with the client/ family.

Kate Samuel, Admiral Law

I am very happy with Jo and how she handles my sons case. She is always quick to respond, she has good knowledge and understanding of my son as an individual not just a number and I feel she goes above her role to ensure my son has everything he needs and deserves.

Client's mother

Very good with everything that's been going on and has been very patient with me. Nothing but a very good company.

Client



Julie Harris

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial amputation | Toe | Upper limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post Concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration / Processing Disorder | Vestibular Disorder | Visual or Hearing difficulties

Skin and Tissue

Tissue Viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

At a glance

Julie is a registered nurse with over thirty years' experience covering ward-based, specialist in-patient unit and community rehabilitation settings. She specialises in the case management of clients with acquired brain injury, polytrauma, chronic pain and musculoskeletal conditions. She gives her clients tailored support throughout all phases of their rehabilitation, and also gives thorough consideration towards clients' social, educational and vocational needs.

Through her work she also has experience of managing clients with amputation, spinal cord injury, industrial disease, sensory impairment and mental health conditions.

Julie is proficient in obtaining experienced treatment/rehabilitation providers as well as coordinating and managing statutory and private services alike.

Julie is a skilled communicator and attentive advocate for her clients. She is known for her constructive therapeutic relationships with clients and their families. Instructing parties comment on how personable and informative Julie is.

Ages covered

6 years +

Location

Dumfries & Galloway /
Nottinghamshire

Experience

As a nurse, Julie has extensive knowledge of patient assessment and care planning as well as care to optimise recovery through elements such as medicine management, rehabilitation goal setting and wound care. Within care home settings as a senior peripatetic nurse, Julie worked on personalised care plans; assessing and evaluating patient needs, supporting accurate diagnosis and advanced care planning. She has also worked in care home quality and compliance, developing new care homes and day care facilities in line with CQC guidelines. She has also working in renal units, ICU, coronary care, A&E and theatre recovery during her time as a nurse.



Very understanding to the needs of the Client, very personable and informative and helpful.

Instructing Party



Julie Harris

Registered General Nurse
Associate Case Manager

Experience

Her clinical experience also includes providing direct care on a dedicated rehabilitation unit for individuals recovering from TBI, CVA, spinal injuries and amputees. As a ward sister, Julie gained a wealth of experience in discharge planning, at home support and follow-up assessments.

Julie has additional knowledge of end-of-life care, working alongside social services, assembling pain control plans, oxygen management, nutrition and dietetics, pressure relieving aids and home adaptations.

She is able to work with clients living with complex injuries such as paraplegia and is experienced in supporting independent living by leading on home modification, equipment provision and care needs including ventilators, supra pubic catheters and gastrostomy tubes. Working with these clients, Julie also has experienced of managing support workers and implementing packages of care.

Julie is an advocate of family support and ensuring there is a safe level of knowledge and training in place; whilst respecting the dignity and wishes of the client and their best interests.

As a contract tracing case manager during the pandemic, Julie was responsible for health advice, infection control and formulating risk assessments and action plans. She predominantly worked on cases relating to complex settings such as schools, primary care, large or high-risk workplaces, health and social care services and underserved populations. She was also involved in safeguarding and welfare concern reporting where required.

As an occupational health screening nurse, Julie gained experience in and knowledge of supporting clients to manage anxiety, stress and pain as well as weight management, eating disorders, smoking, drug and alcohol abuse and health promotion. Her knowledge gained includes hearing and sight loss or distortion, lung function, movement and functionality, ECGs, colorectal screening, blood sampling, blood sugar analysis in diabetics, urinalysis and skin assessment.

In the United States, Julie developed and owned an Assisted Living Facility which involved extensive knowledge of elderly care and business management. She has also worked in the NHS as a unit manager for elderly care, responsible for 30 patients admitted with acute medical conditions requiring rehabilitation prior to discharge.

Julie is trained in Long Covid recovery and rehabilitation and has also completed Level 2 clinical case worker, assisted living certification, Covid 19 ICU course, ventilator introductory guidelines and manuals course and ICU point of care test equipment courses.

Education & Qualifications

- Nursing Diploma
- Diploma in Health and Social Welfare in Health and Disease
- Assisted Living Administrator Certification
- Level 2 Clinical Case Worker
- Level 1 Case management Training
- Covid Vaccinator Certification
- Covid Recovery and Rehabilitation

Memberships & Registrations

- Royal College of Nursing
- BABICM



I can't thank Julie enough for her help and professionalism. I was very reluctant to engage in the case management at first but after Julie took over my case my concerns were quickly forgotten.

I feel she went above and beyond to assist my recovery and her attention to detail, support, care and empathy went a long way to put me at ease I could not have asked for more.

Julie is a credit to your company and would definitely recommend her services.

I would like to take this opportunity to thank her from the bottom my heart and wish her all the best for the future.

Client



Julie Morgan

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory integration / Processing Disorder | Vestibular Disorder | Visual or Hearing difficulties

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress



At a glance

Julie is an experienced, senior clinician with over 30 years' experience in delivering care across the acute, community, primary and private sectors. She is able to work with clients following injuries and conditions including Acquired Brain Injury, limb loss, birth injury and complex orthopaedic injuries from birth through to care of the elderly.

She has worked extensively with clients in their own home and the community as both an advanced nurse practitioner and community matron; establishing plans of care according to current and future needs and referring to both statutory and private care provision where needed.

Julie's current caseload includes a wide range of client needs. She has clients aged from seven years to 50. Her clients include those affected by TBI, complex orthopaedic injuries including amputees and those with birth injuries. She works alongside and instructs a wide range of professionals including Neuro Occupational Therapy, Neuro Physiotherapy, Psychology and Support Workers .

Julie has assessed clients in a range of settings including hospital and Rehabilitation Units as well as in their own homes. Her case management experience includes facilitating the move from clinical setting to returning home and providing housing and therapeutic support for her clients.

Julie currently has a mixture of single and joint instruction cases and provides robust rehabilitation update reports to instructing parties.

Ages covered

From birth

Location

Northamptonshire

Experience

As an advanced nurse practitioner, Julie gained a wealth of experience assessing clients within the community including older adults with frailty, disabilities with rehabilitation needs, palliative care, children within the rehabilitation setting, TBI and neurodegenerative disorders.

Julie's work as a disability assessor gives her a sound understanding of Personal Independent Payments from a clinical perspective and the client's needs to ensure appropriate support is in place. She is confident in communicating needs and future provision in robust, clinically reasoned reports.



Julie Morgan

Registered General Nurse
Associate Case Manager

Experience

During her clinical career, Julie has also worked as a consultant nurses within emergency and acute medicine and has been responsible for the set-up and day-to-day delivery of the Ambulatory Emergency Care Unity for University Hospitals Coventry and Warwickshire. The project enabled rapid deployment of emergency, condition specific care pathways and improved the flow from the emergency department into acute medicine. Within this role Julie worked with clients presenting with a wide range of acute medical conditions such as Pulmonary Embolism, DVT, chest infections Cardiac Arrhythmia and gained experience in emergency/crisis situations. Julie has also worked as a renal nurse specialist within dialysis and transplantation.

Julie has worked extensively with clients in their own home and the community as both an advanced nurse practitioner and community matron; establishing plans of care according to current and future needs and referring to both statutory and private care provision where needed.

In previous clinical roles, Julie has managed over 250 nurses in 13 clinical areas across five sites of a large and busy renal unit as lead nurse division of renal medicine and transplant.

Education & Qualifications

- Registered General Nurse
- Extended Nurse Prescribing (Non-medical Prescriber)
- MSc Health Promotion
- Certificate in Health Services Management

Memberships & Registrations

- Nursing and Midwifery Council



Katie Wroblewska

Registered Sick Children's Nurse
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury |
Disorders of Consciousness |
Mild Brain Injury |
Neurodegenerative Disorders |
Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury |
Cerebral Palsy | Congenital |
Genetic Disorders | Hypoxic
Brain Injury

Learning Disabilities

Ages Covered

From birth to 18 years

Location

Northamptonshire

Experience

Katie is an experienced children's nurse having worked in both private hospital settings including the Saxon Clinic and as a paediatric sister at Milton Keynes University Hospital. She is able to support children and young people with acute and chronic illness and specialises in birth injuries, including Cerebral Palsy, Acquired Brain Injury and neurodegenerative disorders.

Taking charge of the paediatric ward at Milton Keynes University Hospital, Katie managed her own case load as well as the overall running of the ward. This has given her experience of working alongside multi-professional teams and liaising with health and social care professionals as well as clinical governance, safeguarding and overall safety. Katie has been responsible for discharge planning for patients which include arranging and leading multi professional meetings to ensure that the relevant therapy services are in place. She has completed referrals to and liaised with social services regarding equipment and adaptations.

Working in the community, Katie has experience of supporting children with a range of needs within the home from those

At a glance

Katie has a wealth of clinical experience working as a nurse with children and young people following acquired brain injuries, birth injuries and cerebral palsy. Katie is able to empathise with clients and their family. She understands and considers the wider implications and impact upon the family unit.

Katie is at ease interacting with young people and representing their voice, wants and needs for their rehabilitation. She is excellent at advocating for clients within the educational setting and supporting the process of applying for an education and health care plan.

Katie will consider long term needs and ensure there is adequate time to prepare for each significant transition a child/young person goes through.

She has suitable knowledge of equipment including children who are ventilated. Katie is able to identify the need for environmental adaptations and include the appropriate professionals to provide assessment and recommendations. Katie maintains communication with her clients instructing parties and ensures they are aware of the current needs, ongoing recommendations and funding implications.



Katie Wroblewska

Registered Children's Nurse
Associate Case Manager

Experience

requiring ventilation to those needing help to complete their own activities of daily living. She has hands on experience of providing care in the home for children and young people with a range of complex health needs including tracheostomy care, PEG feeds. In addition, she is experienced in the care planning process as well as the need for onward referrals and signposting in the best interests of the child. Katie is able to work closely and effectively with parents and carers to support their understanding of the child's needs and build their own competencies with nursing care provision for example secretion management.

Due to the nature of her clinical work, Katie has experience of the importance of education involvement within a child's rehabilitation and the necessary arrangements that are needed so that an education can still be accessed.

Education and Qualifications

- BSc Children's Nursing
- BSc Human Biology

Memberships and Registrations

- Nursing and Midwifery Council
- CMSUK



Lauren O'Connell

Occupational Therapist
Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Partial

Brain Injuries

Acquired Brain Injury | Mild Brain Injury | Post-concussion Syndrome | Traumatic Brain Injury

Chronic Pain

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue injury/Joint

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Ages Covered

18 years +

Location

Towcester

Experience

As an experienced Neuro occupational therapist, Lauren has worked within inpatient and community spinal cord rehabilitation, private provision, brain injury rehabilitation, charitable services and trauma and orthopaedic wards within the NHS.

She has sound knowledge and experience of functional assessments, discharge planning, equipment and care provision and referrals to community services. Lauren is skilled in the assessment, treatment and evaluation of adults and older adults with complex neurological needs including significant expertise in spinal cord injury, with a particular interest in wheelchair and seating, 24-hour postural management, and specialist adaptive equipment.

Working for a rehabilitation allied network, Lauren was responsible for completing comprehensive home assessments and providing recommendations for necessary home modifications, equipment prescription, and community support. She liaised with and formed professional relationships with case managers, equipment providers and support workers to ensure clients were receiving appropriate assistive technology, modifications or community support to be able to achieve their therapy goals safely and efficiently. She worked closely with



At a glance

Lauren is an occupational therapist with clinical management experience and experience of functional assessment, spinal cord injury rehabilitation, wheelchair and seating and acute general medicine.

As a case manager, Lauren is able to take on cases including ABI, above and below the knee amputation, chronic pain, poly trauma, musculoskeletal injuries, complex SCI and spinal fractures.

With a significant career across the UK, New Zealand and Australia Lauren has gained a wealth of experience in assessing clients and supporting with self-care, work, education and leisure including cognitive, perceptual, seating, wheelchair, home modifications and ADL assessments, all with the goal of developing, restoring and maintaining function (particularly with upper limbs) as well as preventing dysfunction in occupational performance within the appropriate environment.

Lauren is a passionate occupational therapist who is determined in achieving the best outcomes for her clients by taking a holistic client centred approach to goal setting and therapy. She has a strong ability to work with challenging clients and her friendly and personable nature ensures that clients and families feel confident working with her. Lauren is able to quickly build a rapport with her clients and apply her skills and knowledge to overcome their challenging circumstances by facilitating collaborative goal setting and implementation of therapy.



Lauren O'Connell

Occupational Therapist
Case Manager

Experience

wheelchair and seating technicians to ensure wheelchair/seating systems were set up in a way that enabled clients to be as functionally independent as possible.

Lauren also has experience of mobility and pain assessments in an in-patient rehabilitation setting, in particular working with clients living with complex care needs to ensure daily activities were safe.

As a wheelchair therapist working across East London for the NHS, Lauren would screen referrals and collect data about clients relevant to their mobility needs. She was responsible for carrying out clinical assessments to determine the client's problems/concerns including postural assessments for clients with complex postural needs. She discussed intervention options with clients, following which she would formulate client-centred plans. Within the role she gained close relationships with local mobility equipment providers to ensure the most clinically appropriate adaptive equipment was prescribed.

She also has extensive clinical knowledge of human anatomy/physiology (including disease processes that can cause mobility issues) and how a wheelchair can be configured to enable clients to be seated comfortably in a neutral seated position and carry out functional activities they enjoy.

Education and Qualifications

- Bachelor of Occupational Therapy

Memberships and Registrations

- Health and Care Professions Council
- Royal College of Occupational Therapists
- BABICM



Nichola Stokes

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Partial | Toe

Brain Injuries

Acquired Brain Injury | Mild Brain Injury | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Hypoxic Brain Injury

Major Trauma/Poly Trauma

Internal injuries

Post-surgical/Post-operative Conditions

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

PTSD

Ages covered

From birth to 25 years

Location

Nottingham

Experience

Nichola's breadth of experience and compassion for the psychological impacts of injury provides her with the ability to assess, plan, implement and review the needs of both the clients and their families.

Nichola has experience in assessing individuals immediate and future needs; taking into consideration the potential need for equipment and adaptations in people's homes and school environments. She is adept in organising aids and adaptations appropriate for her clients' needs, working with multi-disciplinary teams from across the private, legal, education and NHS sectors and specialist therapy services.

Throughout her 19 years' experience working as an occupational therapist, she spent 11 years specialising within paediatrics. This has led to her attaining a wide range of experience working with complex family situations including those with known safeguarding concerns. She is confident and caring in her approach ensuring that the clients and family's needs are



At a glance

Nichola is an Occupational Therapist with 19 years' post qualification experience working with both children and adults with a variety of diagnoses and needs. Her breadth of experience enables the ability to assess, plan, implement and review the needs of both the clients and their families.

Nichola has an extremely complex caseload working with children with a range of catastrophic injuries including Traumatic Brain Injuries, Spinal Cord Injuries, Birth Injuries and life limiting conditions.

Nichola is extremely organised focussing on smart goals but also taking into account the particular circumstances and needs of the families she works with.

Nichola gets consistently good feedback from both Instructing parties and the families she works with. Families comment on her knowledge and professionalism and admire her approach.



Nichola Stokes

Occupational Therapist
Associate Case Manager

Experience

represented, advocating for them where appropriate and supporting them to attain and regain as much independence as possible.

Nichola is an excellent communicator, ensuring all instructing parties are kept up to date with recommendations, and problem solving barriers that may arise. She is also able to work autonomously when appropriate. She keeps all parties in the rehabilitation informed, by providing detailed reports and continually reviewing goals to maintain the clients progress. She also has experience of providing supervision to other healthcare professionals and support workers.

Education & Qualifications

- BSc (Hons) Occupational Therapy

Memberships & Registrations

- British Association of Occupational Therapy
- CMSUK
- Health and Care Professions Council



From the initial interview of case management specialists, we knew we had made the right choice in hiring Bush & Co. The case manager assigned for my daughter has been absolutely fantastic and cannot be faulted with the amount of professionalism and knowledge this young lady holds is to be admired.

Client's mother



Nicola Steel

Registered Sick Children's Nurse
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing difficulties

Spinal Injuries

Cauda Equina Syndrome | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Depression | Mental Health | PTSD | Stress



At a glance

Nicola applies her extensive clinical skills to work with children and young people with a range of diagnoses. She has particular experience with children who have acquired brain injuries and spinal injuries.

She maintains the child/young person at the centre of the rehabilitation that she coordinates. She works closely with families whilst advocating for the client.

Nicola has a range of therapeutic professionals that she works with to provide evidence based and goal orientated intervention. She is experienced in liaising with school in order to support the application of education and health care plans. Nicola is able to consider future needs and commence transition planning to enable suitable time for the required support to be in place.

Nicola employs her experience to communicate appropriately with her young clients in order to advocate for them and ensure that their priorities are reflected within the rehabilitation goals.

Clients comment on her extensive knowledge, regular communication and state her "enthusiasm to help and support families is second to none".

Ages covered

From birth to 18 years

Location

Lincoln

Experience

Nicola is a registered sick children's nurse and specialist practitioner in community children's nursing with over 20 years' experience of working in both primary and secondary care. Her clinical career has been spent within Great Ormond Street Hospital, The Royal Free Hospital NHS Trust and United Lincolnshire Hospital NHS Trust.

During her career in children's services, Nicola has a wealth of experience in managing a caseload of children with complex medical needs which includes liaising and working alongside multiple agencies across health, social care and education and has excellent professional relationships across Lincolnshire, Nottingham and Sheffield. This gives her excellent knowledge of local community settings within these areas as well as working



Nicola Steel

Registered Sick Children's Nurse
Associate Case Manager

Experience

with children and families in hospitals and at home following trauma.

She is empathetic and respectful of the child's needs following trauma such as acquired brain injury and the complex family dynamics this trauma can create. As a case manager she is well known creating relationships with families and carers in times of crisis and distress. She is often commended for her abilities in working with large multi-disciplinary teams to improve outcomes, support the child and the family as an advocate, understand support services restrictions and opportunities and educate support staff and the multi-disciplinary teams also working with the child.

Alongside Acquired Brain Injury, birth injury and Spinal Cord Injury, Nicola has a wealth of experience looking after children with complex medical needs, including those requiring long-term ventilation, tracheostomy care, Cerebral Palsy, epilepsy and PEG/JEJ/NG fed children. Nicola has experience of managing c.1000 hours per week of paediatric complex care, having built a paediatric service in the Lincoln and Nottingham areas with a previous firm.

As a case manager working with babies, children and young people, Nicola is experienced in working alongside educational professionals within nurseries, EYFS and through primary and secondary education to ensure those she works with have the support they need to maintain a level of education and development. She has excellent assessment and outcome driven goal setting skills that support the child through initial rehabilitation phases and transition in to young adulthood and adulthood.

Nicola is passionate about every child and young person she works with regaining some form of independence and thriving in their hobbies, interests and social lives; whether that be confidence to re-integrate into friendship groups or aids and adaptations to encourage involvement in activities.

Education & Qualifications

- BSc Community Healthcare
- Diploma Children's Nursing
- Support Practice Learning (B71SPL)
- Learning Beyond Registration – Managing the care of the child with cancer.

Memberships & Registrations

- Nursing and Midwifery Council
- CMSUK



Nicola Steel has been my daughter's case manager for the last 18 months. Her knowledge, skills and advice along this very long journey we are on has been nothing more than outstanding. She has always made herself available to help support us and our daughter with advice when needed, speaking to doctors, consultants and specialist nurses where necessary. Her enthusiasm to help and support families is second to none. Going above and beyond when necessary. She listens where necessary, always ready to offer advice but also if she is uncomfortable about something she will always suggest speaking to GP or consultants. The relationship she has built with our daughter is lovely to watch, she has a lot of trust in Nicola.

Client's mother

Since meeting Nicola she has been an absolute font of knowledge. And if she's not sure on something always points me to the GP. I really don't think we'd be in this headspace that we are without Nicola having our backs. She is absolutely fab. Nicola goes above and beyond.

Client



Sara Bond

Social Worker

Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury | Mild Brain Injury | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries

Sensory Impairment

Sensory Integration/ Processing Disorder | Visual or Hearing Difficulties

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

From Birth

Location

Nottingham

Experience

Sara is a warm, friendly and approachable person who has genuine care and concern for the wellbeing of others. She has 20 years' post qualifying experience within a number of different social care settings. She spent nine years working within children's health and disability services, eight of which were within a specialist team for Deaf people where Sara was a practitioner and then progressed into management. This team provided social work intervention, equipment and home care to Deaf children and adults. Sara had a lead responsibility for safeguarding Deaf children and adults and has considerable experience in undertaking assessments, planning and providing care and reviewing services along with working within the court arena under private law proceedings and care proceedings.

Sara also has experience of managing a disabled children's service which delivered support and safeguarding services to disabled children and their families. Sara was responsible for managing social workers and occupational therapists within this team.

She is highly skilled in undertaking timely assessments which are evidence-based, holistic, and client led; planning and implementing services and reviewing packages of care. Through her experience in front line social work, Sara is skilled and experienced in managing situations of risk, both in relation to children and adults, as well as managing complex family situations (including supporting carers) and family breakdown. Sara is very competent in working with people from varying backgrounds and cultures.



At a glance

Sara has comprehensive knowledge of the physical and psychological conditions which adults and children suffer from following a catastrophic injury. She has specific clinical interest in behaviour and acquired brain injury.

Sara is highly skilled in undertaking timely assessments which are evidence-based, holistic, and client led; planning and implementing appropriate rehabilitation plans. She is particularly passionate about promoting enablement and empowerment through therapy/equipment which will maximise life opportunities and reduce dependency.

She has an established reputation in forming and maintaining relationships with clients, families and solicitors. She has excellent communication skills and is able to communicate fluently in British Sign Language (to NVQ level 3), as well as having in-depth knowledge of the issues and challenges that Deaf people face.

She is an associate lecturer at two Universities, teaching on the Social Work undergraduate programme and an independent trainer, teaching qualified social workers, social care staff and foster carers within many different local authorities.

Clients comment on how approachable she is as well as being kind and considerate and instructing parties are extremely complementary about her work with children and their families including her thorough, professional and empathetic practice.



Sara Bond

Social Worker

Associate Case Manager

Experience

Sara has substantial experience in reviewing and developing services through various strategic roles held. These include being a member of a local authority multi-agency case auditing panel; developing the transitions service for disabled care leavers; and working on a project to redesign the commissioning of accommodation for young people in care aged 16 years plus.

She is an associate lecturer at The University of Nottingham, teaching on the Social Work undergraduate programme. Sara is also an independent training facilitator, teaching qualified social workers, social care staff and foster carers within many different local authorities.

She has excellent communication skills, both verbal and in writing, and is able to communicate fluently in British Sign Language (to NVQ level 3), as well as having comprehensive knowledge of the issues and challenges that Deaf people face.

Having held management posts since 2006, Sara has leadership skills including managing budgets, recruitment and selection of staff, supervision, motivating staff and clients, conduct/capability matters and change management.

Sara's passion for promoting enablement and empowerment by providing opportunities to maximise life opportunities, coupled with her management experience and skills led her into the role of associate case manager working with Bush & Co. Sara currently works with clients who have sustained brain injuries as a result of birth complications and also clients who have sustained traumatic brain injuries and / or muscular-skeletal injuries as a result of road traffic accidents.

Sara's work is person-centred and goal focussed and she ensures that goal plans are reviewed and updated on a regular basis. Sara manages complex care packages and effectively worked with clients, their family members and all professionals within the multi-disciplinary team, both from within statutory services and those commissioned on an independent basis, to ensure effective and efficient rehabilitation and best outcomes.

Sara has an excellent reputation in forming and maintaining relationships with clients, families and professionals. She has managed complex care packages and complex interpersonal issues within these packages. Her clear, honest but caring, empathic and courteous approach enables her to challenge where necessary whilst maintaining the respect of her colleagues. She is passionate about promoting enablement and empowerment through providing opportunities to maximise life chances and reduce dependency.

Education & Qualifications

- MA Social Work / DipSW
- BSc (Hons) Psychology
- PG Certificate in Higher Education
- PG Certificate in Public Services Management
- NVQ 3 British Sign Language
- Level Two British Sign Language
- Level One British Sign Language
- PQ Award in Social Work
- PQ Child Care Award

Memberships & Registrations

- BABICM
- British Association of Social Workers
- CMSUK
- Fellow of Higher Education Academy
- Health and Care Professions Council

Additional Languages

- British Sign Language



Sara is absolutely amazing, she is kind, considerate, has a great work Ethic, easy reachable and all I can ask for in a case manager.

Client

Sara has been very proactive in progressing P's matter and we have been pleased with all the work done so far.

Instructing Party

She is approachable, and is always looking at ways to help, she approaches with empathy and understanding and very knowledgeable. We feel very fortunate to have Sara heading our team.

Client



Susan Boerger

Registered General and Mental Health Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries

Medical Needs

Palliative Care

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Sensory Integration/ Processing Disorder

Skin and Tissue

Burns | Scar Management | Tissue Viability

At a glance

Susan has over 30 years' experience in nursing and excels in general and mental health nursing, including head and brain injury rehab, acute psychiatry, and learning disability services. She is a nurse prescriber and has a keen interest in managing chronic pain post-trauma. Susan's clinical career spans roles as a clinical director in US brain injury units and a Band 7 nurse manager in the UK, where she led clinical progress assessments and care planning for long-term residential rehab or home returns.

As a case manager, Susan has a particular interest and experience in working with clients with chronic pain after trauma both physical and psychological, she is able to support clients following Traumatic Brain Injury, lower limb amputation and clients with orthopaedic injuries, including upper limb injuries.

Ages Covered

18 years +

Location

Louth, Lincolnshire

Experience

During her clinical career in nursing she has been a clinical director within brain injury units in the United States and a band 7 nurse manager in the UK over a seven year period. Susan has gained a wealth of experience of assessing progress within the unit as part of the clinical commissioning group the Clinical MDT. She was responsible for care planning for long-term residential rehabilitation or returns to the home. Where a return to home was deemed the most appropriate pathway for the client, Susan was responsible for identifying local services, ensuring access to family and friends, behavioural management plans, engaging the core care team and the family, reviewing MDT reports and co-ordinating input, home assessments and adaptations. Her experience gives her the ability to adapt to changing situations and respond flexibly in the best interests of the client.



Susan Boerger

Registered General and Mental Health Nurse
Associate Case Manager

Experience

Working as a senior (Band 7) nurse in a Complex Care Unit, Susan was responsible for assessment and care planning for potential admissions to the unit. This includes clients with Acquired Cognitive impairments and traumatic Brain Injuries.

As a nurse manager within an Acute Psychiatry and Learning Disability Unit, Susan worked with clients presenting with physical and cognitive impairments and was responsible for care planning and care delivery for acute psychiatry, head injury rehabilitation and learning disability services.

Susan has extensive experience of working with co-morbidities.

Susan has also worked overseas in the USA commissioning services for care provision and having financial oversight of providers.

Education and Qualifications

- Registered General Nurse
- Registered Mental Health Nurse
- Nurse Prescriber
- MSc Mental Health

Memberships and Registrations

- Nursing and Midwifery Council
- BABICM



Yasmin Portman

Physiotherapist
Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Partial amputation | Toe amputation

Brain Injuries

CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Ophthalmology | Sensory Integration/ Processing Disorder | Vestibular Disorder

Skin and Tissue

Burns | Plastics

Spinal Injuries

Cauda Equina | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Ages Covered

18 years +

Location

Northamptonshire

Experience

Yasmin's clinical career has been developed over the past 12 years within the UK and New Zealand where she has held a number of healthcare roles including clinical lead within community services, senior physiotherapy positions within in-patient rehabilitation units, NHS wards and community rehabilitation.

As a UK based physiotherapist, Yasmin was the senior lead for an NHS 27-bedded residential rehabilitation unit in Grimsby. Working within the MDT alongside OTs, social workers, nurses, GPs, speech and language therapists and dieticians, Yasmin assessed and treated a wide range of clinical conditions including orthopaedics (including spinal fractures), amputees, musculoskeletal conditions, Stroke, Parkinson's, Multiple Sclerosis, dementia, falls, post-surgical conditions, COPD and rheumatology.

At a glance

Yasmin is an experienced senior Physiotherapist who specialises in supporting clients following spinal cord injury, brain injury, amputation and major orthopaedic trauma.

She is extremely driven for positive client outcomes with a warm and friendly, supportive approach to ensuring those in her care regain as much function and independence as possible following injury and major trauma. She is also known for her robust clinical reasoning and justification of recommendations, with strong communication and collaboration abilities to ensure a wraparound service and the highest possible quality of care for recovery.

Yasmin is highly experienced in advocating for her clients and arranging necessary referrals including therapies, orthotics, wheelchairs and specialist equipment, as well as signposting to additional services to ensure a client's needs and their well-being are supported.

She is also passionate about client independence and the importance of family liaison, support and involvement for quality of life. Yasmin has a strong ethos of ensuring the right information is provided at the right time to ensure clarity and consistency of care and achieve the best outcomes possible.



Yasmin Portman

Physiotherapist
Case Manager

Experience

As a clinical/team lead within community services in New Zealand, Yasmin spent eight years supporting young people and adults in community based rehabilitation services and was responsible for a case load including orthopaedic, Spinal Cord Injury, TBI, falls, multi-trauma, amputation/limb loss, burns and mental health. She completed comprehensive holistic assessments and developed personalised rehabilitation plans, frequently co-ordinating large multi-disciplinary teams, to support clients in their homes and community.

Within this role and in addition to assessment and treatment, Yasmin was also responsible for clinical support to a large and diverse team which included clinical and managerial coaching, training and referral allocation, reporting and budget management to contract specifications and support for client queries and success stories.

Her CPD to ensure she remains current with best-practice guidance and treatment methods includes Gait and Cognition, Concussion Management, Bradcliff Breathing Method (Level 1+2 + Long COVID) and 24-hour Postural Care.

Education and Qualifications

- BSc Physiotherapy

Memberships and Registrations

- Health and Care Professions Council
- Physiotherapy Board of New Zealand
- Bradcliff Breathing Practitioner

A large, stylized tree graphic in a light beige color, composed of thick, curved branches and several simple leaf shapes, serving as a background for the text.

Yorkshire and Humber



Amy Martin

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

Sheffield

Experience

Amy is an experienced general nurse with a clinical career spanning community nursing, disability assessment and many years as a staff nurse within the NHS where she gained knowledge and understanding of a number of injuries and complications including brain injuries following head trauma or brain haemorrhage, spinal injuries, dermatology, ulcers, gynaecology, chronic pain, infectious disease, long-term conditions including dementia and strokes as well as orthopaedic injuries including external fixation.

As a disability nurse assessor, Amy is responsible for assessing clients with long-term physical, mental, cognitive, sensory and intellectual impairments on behalf of the DWP. As well as providing an excellent standard of assessment, Amy is able to determine the impact of injury on social and occupational aspects of life and is quickly able to build a picture of how the client manages day-to-day and their ongoing needs.

As a community staff nurse at Rotherham NHS Foundation Trust, Amy worked with clients following an amputation and orthopaedic injuries. She would follow up post discharge and support clients with the physical and emotional readjustment post injury. Where clients' were disengaged and struggling with limb loss, Amy built excellent rapport and build trust as well as ensured effective MDT meetings took place to discuss complex clients requiring ongoing rehabilitation.

At a glance

Amy is an experienced general nurse with a wide range of experience in community nursing, disability assessment and a wide range of NHS specialist services including TBI, SCI, chronic pain, gynecology and neurological conditions.

Amy has extensive experience of assessing clients both in their home and work environments.

She has excellent communication and listening skills and is known for her warm and empathetic approach.

She places her clients and their families at the centre of the rehabilitation process at all times. She has recently been working with clients experiencing trauma and chronic pain issues, devising and implementing clear rehabilitation pathways with them.



Amy is friendly, professional and caring she is always on the end of the phone and keeps me updated on everything. Amy is an excellent case manager and would recommend to anyone.

Client



Amy Martin

Registered General Nurse
Associate Case Manager

Experience

With extensive experience at assessing clients within the home and working to restore independence and facilitate recovery, she is well connected with statutory services and private provision including occupational therapy, physiotherapy, pain teams, speech and language therapists, PEG nurse specialists, continence specialists, tissue viability teams and psychological support services. Within the community, Amy has supported a wide range of injuries and conditions including brain injuries, spinal injuries, orthopaedic fractures, diabetes and cancer care.

Amy also worked in a surgical assessment centre- worked with poly trauma, pelvic injuries and orthopaedic and trauma injuries.

Working as a staff nurse within a busy outpatient Dermatology department, Amy was experienced in leading clinics including TL-01 Light Therapy and is also competent in managing leg ulcers and treatment through compression ulcers. She understands the debilitating effect chronic skin conditions can have on a client's mental health and the barriers to treatment and rehabilitation that this can cause.

Within her role as an experienced staff nurse on a predominantly nurse led Gynaecology ward (Early Pregnancy Unit), Amy has a sound understanding of women's health. She was responsible for emergency gynaecology assessment and gained a wealth of experience in not only supporting women during sensitive clinical care but in safeguarding and reporting of incidents where clients were at risk of abuse. She is fully knowledgeable in the importance of MDT working with departments and services such as GPs, MAST and Social Services.

Amy has also worked as an infectious disease staff nurse where clients had complex acute and chronic conditions such as TB, Meningitis, Encephalitis, Discitis and HIV. She worked with those who required rehabilitation to enable independence and those admitted into critical care who then transferred to the wards for step-down care; implementing therapies on the ward, planning physiotherapy and occupational therapy adaptations on discharge and liaising with MDTs.

As a case manager, Amy is able to support clients and their families through health promotion and her extensive knowledge and experience of assessment, signposting and implementing required intervention for reaching maximum potential during and beyond rehabilitation.

Education and Qualifications

- Advanced Diploma in Nursing Studies (Adult nursing)

Memberships and Registrations

- Nursing and Midwifery Council
- CMSUK



Very pleasant, approachable and professional.

Instructing Party



Anna Keeton

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Toe | Upper limb

Brain Injuries

Acquired Brain Injuries | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Vestibular Disorder | Visual or Hearing difficulties

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

18 years +

Location

Sheffield

Experience

Anna is conscientious and professional physiotherapist. She has over 20 years' experience working with clients in a variety of settings both in the NHS and private sector, utilising the latest clinical evidence to support her clinical reasoning.

She has specialist experience in the field of neurology in particular adult brain injury. Early in her professional career, Anna was based in the NHS as part of the Mid Yorkshire NHS trust gaining a broad range of skills in a variety of settings; acute neurology, elderly care, critical care, trauma and orthopaedics, slow stream rehab and complex neuro conditions. More recently, Anna has held the role of lead physiotherapist within a private brain injury rehabilitation and neurological care centre. This role has included management of clients with



At a glance

Anna is conscientious and professional physiotherapist. She has over 20 years' experience working with clients in a variety of settings both in the NHS and private sector, utilising the latest clinical evidence to support her clinical reasoning.

She has specialist experience in the field of neurology in particular adult brain injury. She held the role of lead physiotherapist in a rehabilitation unit for clients with traumatic brain injury, Neurological and complex orthopaedic injuries. She works with a broad range of clients as a case manager, her current caseload includes young adults with complex brain injuries requiring multi-disciplinary team input in community settings, as well as adults with altered state of consciousness living in nursing home settings.

Anna works closely with statutory and private healthcare providers to ensure the highest levels of support and rehabilitation are provided to her clients.

Anna is passionate and driven in supporting her clients and an effective communicator with all involved. Clients say she is helpful and understanding and provides them with insight whilst advocating for their needs. Instructing parties comment on her knowledge and proactive approach.



Anna Keeton

Physiotherapist
Associate Case Manager

Experience

Acquired Brain Injury as well as complex neurological and orthopaedic conditions. She has coordinated and supervised other therapists within her team and coordinated and led the MDT when needed. She has taken the lead in goal setting and complex discharge planning and dealing with complex family situations.

Through this work she has gained experience of dealing with numerous external agencies; social worker, carers, funders, advocates, safeguarding/DoLs teams, deputies and legal representatives.

Anna has efficient analytical and clinical reasoning skills to undertake a comprehensive assessment and keeps up to date with evidence based practise to ensure that all areas are investigated to meet the needs to the client and facilitate their goals being achieved.

Strong communication skills allows her to swiftly develop solid and trusting therapeutic relationships with clients, their families and all other professionals involved to allow a successful rehabilitation programme to be implemented.

She values herself as an effective advocate for her clients where required. Client choice is always at the centre of Anna's rehab planning processes and she makes sure wherever possible the client is empowered to make their own decisions.

Education & Qualifications

- BSc (Hons) Physiotherapy

Memberships & Registrations

- Chartered Society of Physiotherapy
- Health and Care Professions Council
- Associated Physiotherapist with interest in Neurology (ACPIN)
- BABICM
- CMSUK



Anna is always super helpful and understanding. She provides vital insight and helps address my issues / advocates for my needs on my behalf as I struggle with such issues. Anna has been so helpful and vital for supporting me and my family during this court process. I find it hard to remember things and she works with my mum to help get me the support and help I need but find difficult to navigate.

Client

Very proactive and knowledgable.

Instructing party



Belinda Godfrey

Physiotherapist | Occupational Therapist
Associate Case Manager

Injury/Condition

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

Major Trauma/Poly Trauma

Respiratory Conditions |
Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Spinal Injuries

Cauda Equina Syndrome |
Spinal Fractures

Psychological

Mental Health

Ages Covered

18 years +

Location

Ackworth

Experience

Belinda is a dual qualified physiotherapist and occupational therapist with extensive experience in musculoskeletal conditions, acute, chronic and complex orthopaedic presentations, occupational health and women's health in senior positions within the NHS. She is also experienced in leading and developing services including a special interest in the assessment and rehabilitation of clients with Long Covid.

Experienced in working with complex orthopaedic injuries and conditions following surgery after traumatic injury, Belinda is able to quickly assess and plan rehabilitation needs. Coupled with her experience in occupational therapy and occupational health, Belinda has a strong grasp on returning clients to independence including returning to work or usual activity and setting realistic goals where major changes to life before the injury are needed including work, home and leisure activities.

She is experienced in supporting clients with multiple fractures and extensive vascular reconstruction where sensation, range of movement and muscle power, gait, balance, accommodation needs all require assessment, planning and co-ordination as well as working with those at risk of amputation/limb loss as a result of their injuries.

At a glance

Belinda is a dual-registered physiotherapist and occupational therapist with wide-ranging experience covering acute, chronic and complex patient presentations. She specialises in the case management of clients with musculoskeletal conditions, poly trauma, soft tissue injuries and chronic pain. She gives her clients tailored support throughout all phases of their rehabilitation, and shows appropriate awareness of clients' social, vocational and wider needs as part of holistic management.

Through her work she also has experience of managing clients with hand and upper limb injuries, cauda equina syndrome, spinal fractures and mental health difficulties.

Belinda is experienced in coordinating and managing statutory and private services alike, and is able to communicate effectively with MDTs instructed on behalf of her clients.

Belinda is attentive to her clients' needs, and is pro-active in her approach. She has great awareness of her remit of attempting to return clients to where they were in terms of home, social and work life prior to their injuries.



Belinda Godfrey

Physiotherapist | Occupational Therapist
Associate Case Manager

Experience

Working as a band 7 physiotherapist on the assessment and rehabilitation of clients with Long Covid, Belinda is experienced in fatigue management, breath work and the psychological interventions required to support clients in adapting and managing their health.

Belinda remains current with regular CPD including pain management, acupuncture, ergonomics and functional rehabilitation. She has undergone JEMS (Joanne Elphinston Movement System) training in recent years, based on the latest research in neuroscience, biomechanics, psychology and movement rehabilitation medicine and giving her extensive knowledge and insight into movement patterns and approaches to function.

Education and Qualifications

- MSc Rehabilitation Science with Licence to Practice Physiotherapy
- BSc (Hons) Occupational Therapy
- Edward Jenner Programme - NHS Leadership Academy

Memberships and Registrations

- Health and Care Professions Council
- Chartered Society of Physiotherapy
- Royal College of Occupational Therapy
- CMSUK



Caroline Scarrow

Physiotherapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Below the Knee | Digit | Hand |
Partial | Toe | Upper Limb

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff
Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries | Respiratory
Conditions

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Maxillo Facial

Skin and Tissue

Burns | Plastics | Scar
Management | Wound Care

Spinal Injuries

Spinal Fractures

Psychological

Depression | Mental Health |
PTSD | Stress

Ages Covered

18 years +

Location

Doncaster

Experience

Caroline qualified as a Physiotherapist in 1999 and has specialised for the past 20 years as a senior physiotherapist in the major trauma service at Sheffield Teaching Hospitals NHS trust. During this time Caroline has worked as an advanced physiotherapist within the Orthopaedic service, burns service, regional hand unit and musculoskeletal service.

Caroline has managed a complex caseload which involves the assessment and treatment of patients with significant hand and upper limb injuries, Brachial Plexus injuries and chronic nerve pain, upper and lower limb fractures and nerve injuries, musculoskeletal conditions, major tissue loss and limb reconstruction and burn injuries which require flap reconstruction and skin grafts.

Working within a major trauma setting Caroline has managed the rehabilitation of polytrauma patients with life changing orthopaedic injuries, amputations, significant scarring and emotional trauma from industrial accidents, road traffic accidents and other traumatic events. She has been able to use her extensive experience to assess the patient and formulate rehabilitation goals and treatment plans in order to maximise the patients independence at home, at work and within their leisure activities. Through this Caroline has also had to liaise



At a glance

Caroline is an experienced physiotherapist with specialist knowledge of upper limb injuries in addition to amputation, poly trauma and orthopaedic injuries. She has experience of upper limb splinting and continues to work within this clinical area.

Caroline is empathetic and proactively supports her clients. She provides timely and effective case management services ensuring the instructing parties are updated regarding the clients progress of their rehabilitation. Caroline is calm in a crisis and is mindful of safeguarding processes and risk management.

Caroline considers the long term needs of clients and aims towards them reaching independence from the case management process when possible. She thinks ahead and enables the client to participate in their rehabilitation journey ensuring they feel empowered and at the centre of the process.

Caroline has worked with clients with mental health and psychological needs, she liaises with statutory services including the clients GP to ensure long term scaffolding and support is available whenever available.



Caroline Scarrow

Physiotherapist
Associate Case Manager

Experience

closely with other healthcare services within the community and wider multi-disciplinary team.

Caroline is very knowledgeable of treatment modalities and will fabricate splints for injury protection and to enable function. She will also advise on scar management and swelling management and create tailored to improve strength and range of movement. Caroline is also trained in CBT techniques to help manage patients following traumatic events.

Caroline is also highly experienced in supporting clients to return to work, not only through her physiotherapy treatments but also in recommending adaptations within the home and workplace and liaising with line managers, employment agencies and work based support services regarding client need, adaptations and vocational rehabilitation. She is an advocate for returning to work, participating in meaningful daily activities and leisure activities in order to address psychological wellbeing. Caroline is regularly involved in MDT discussions regarding patient care both locally and regionally

Caroline also works within her region on quality improvement initiatives, audits and service development.

Education and Qualifications

- BSc (Hons) Physiotherapy
- Post-graduate Certificate in Hand Therapy

Memberships and Registrations

- Chartered Institute of Physiotherapists
- British Association of Hand Therapists



She knows what she is talking about very helpful and she makes me feel very positive.

Client



Diane Kelly

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or hearing difficulties

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

12 years +

Location

Grimsby

Experience

Diane has over 10 years' experience consolidating her skills as a district nurse and then as a complex case manager working with clients with a variety of conditions; many of them of a complex nature in primary care. Diane has up-to-date knowledge on the latest medical evidence to support her clinical reasoning in practice.

She has expertise in case management of those with complex needs including spinal cord injury, brain injury, orthopaedic injury, motor neurone disease, multiple sclerosis, tissue viability, palliative care, diabetes, COPD management, safeguarding, best



At a glance

Diane is a highly experienced case manager, she utilises her clinical experience to work with a range of clients including acquired brain injuries, orthopaedic and spinal cord injuries. Diane is well respected by instructing parties and often receives direct referrals.

Diane has strong communication skills, she builds strong rapport with clients and is skilled at managing challenging conversations and situations. She is able to motivate clients and manage expectations when needed.

She has worked with a high number of cases where care is required. She has worked with a variety of agencies and over seen directly employed packages. Diane has navigated the challenges that can occur with directly employed packages. She provides supervision and guidance to support workers to stabilise a package in order for the client to receive the best level of care.

Diane has established good working relationships with instructing parties and is mindful of the rehabilitation budget and coordinating cost effective rehabilitation. They comment on the progression she is able to help clients make and her professional, proactive, approachable and friendly manner.



Diane Kelly

Registered General Nurse
Associate Case Manager

Experience

interest meetings and continuing healthcare assessments. Diane has in depth understanding of utilising statutory and private resources to assist her clients through their rehabilitation and on-going care.

Diane has successfully managed highly challenging clients and their families following an acquired brain injury under joint and single instruction ensuring that clients' needs are met in a considered, cost effective and coordinated manner; whilst remaining mindful of the litigation process throughout. She is committed to providing client focussed case management according to rehabilitation needs and is experienced in working with clients presenting with particularly complex needs, including those with pre-existing difficulties or where family dynamics present a challenge.

Diane approaches her work with conscientiousness and urgency, working in a pro-active manner to maximise the chances for successful implementation of rehabilitation and support packages and with the ultimate aim that clients have the greatest opportunity to reach their desired goals. She has the ability to form an effective rapport quickly and to good affect with clients, family members, treating practitioners and Solicitors, adapting her approach intuitively according to personalities and circumstances.

Education & Qualifications

- BSc Adult Nursing
- Mentorship in Practice

Memberships & Registrations

- BABICM
- CMSUK
- Nursing and Midwifery Council



Diane is very professional, proactive, approachable and friendly. She has gained a great rapport with the client.

Janet Hall, Thompsons

I have just instructed Diane Kelly on a catastrophic brain injury claim via your firm she is a credit to your firm very polite, professional and accommodating in my limited dealings so far.

Instructing party



Katy Gill

Registered Sick Children's Nurse
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | CVA |
Congenital | Genetic Disorders
| Hypoxic Brain Injury

Learning Disabilities

Musculoskeletal/Soft Tissue Injury/Joint

Ages covered

From birth to 18 years

Location

York

Experience

Katy is a dual qualified paediatric nurse and registered general nurse with 31 years' experience working with paediatric clients both in the UK and abroad. She has extensive experience working with children and families with complex care needs both within a hospital setting and the community (including paediatric trauma units) as well as a wealth of experience in setting up paediatric services and establishing and maintaining standards of care and client safety. As a case manager she is able to work with children from birth to the age of 18 and young adults transitioning into adult services from 18 years to 24 years.

Katy worked as a paediatric nurse manager for a care company, where she managed packages of care, working with children and families to ensure that they had the best possible support to live within the community and reduce the need for hospital admission. She was responsible for assessing initial care needs, care planning, risk assessment creation and ongoing updates.

Throughout her clinical career, Katy has worked with children with complex care needs. This can cover a multitude of clinical conditions and presentations, family, social and educational circumstances, which Katy is able to support as a case manager.

Katy is able to work with children transitioning through education and supporting the whole family through significant milestones and changing needs; working effectively with



At a glance

Katy is a registered children's nurse with over thirty years' experience covering hospital-based and community rehabilitation settings, including paediatric trauma units. She specialises in the case management of clients with acquired brain injury (ABI), birth injury, learning disabilities and musculoskeletal conditions. She gives her clients tailored support throughout all phases of their rehabilitation, and also gives methodical thoughts towards her clients' social and educational needs in an attempt to enhance their quality of life.

Through her work she also has experience of managing clients with poly trauma, sensory impairment, hypoxic ischaemia and encephalopathy.

Katy is diligent in obtaining experienced treatment/rehabilitation providers as well as coordinating and managing statutory and private services alike. This is a skill she honed whilst working as a care co-ordinator at Great Ormond Street Hospital.

Katy is a skilled communicator and attentive supporter for her clients. She is known for her pro-active approach in enhancing her clients' quality of life and is comfortable working with children and young people that have psychological needs common in those following traumatic injuries.



Katy Gill

Registered Sick Children's Nurse
Associate Case Manager

Experience

education settings and the CCG. She also has a wealth of knowledge in setting up and managing packages of care within the home where support workers and nurses are required. She is also experienced in safeguarding procedures.

As a care coordinator at Great Ormond Street Hospital, Katy managed a team providing effective and safe discharge planning for international and private patients. Each child was assessed to ensure that all equipment, teaching, information and transfers/transport met the needs of the child and she gained a wealth of knowledge in working with embassies and insurance companies as well as community services. She was responsible for ensuring education of the child and their family to reassure them of life at home and the continued support in place and is particularly experienced in supporting families through that process where English is not their first language.

During her time working overseas, including Dubai and Saudi Arabia, Katy has set up and led a number of paediatric services (in-patient and within the home) where provision was not in place; developing policies, guidelines and training nurses to deliver safe and effective paediatric care to children and young people with life limiting conditions. She is fully aware of effective paediatric services and the needs of both the child and the family and working abroad has extensively supported children and families within the Muslim culture. She is experienced in their needs, cultural norms and expectations and how this can impact on the care and services required throughout rehabilitation and beyond as well as sensitivities that may occur.

As a clinical educator within paediatrics at a hospital in Dubai, Katy was the only children's trained nurse within the service and in particular the trauma centre; which had not initially been set up to care for children and young people. There was a lack of paediatric facilities and very little equipment and knowledge. Katy identified the clinical education needs for the unit and carried out full paediatric training for staff as well as ensured appropriate risk management and monitoring was in place and competencies and process were embedded.

Education & Qualifications

- Registered General Nurse qualification
- Registered Sick Children's Nurse qualification
- Teaching and Assessing in Clinical Practice
- Diabetic Nursing
- Diploma of Higher Education in Health and Social Care

Memberships & Registrations

- Royal College of Nursing
- CMSUK



Sian Hooban

Registered Children's and Adult Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain injury | CVA | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Post-surgical/Post-operative Conditions

Sensory Impairment

Maxillo Facial | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Spinal injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Mental Health

Ages Covered

From birth

Location

Caerphilly, Manchester and Leeds

Experience

In her current role since April 2021, Sian serves as the assistant head of children's nursing at Powys Teaching Health Board. Here, she provides clinical leadership and governance oversight to the Specialist Children's Nursing teams. Her responsibilities are extensive, including the management of learning disability services, community children's nursing teams, children and young people's continuing care, neurodevelopment, and children's learning disability services. Sian also oversees the paediatric patient service manager and Planned Care services, which encompass paediatric triage. She plays a pivotal role in supporting the Woman and Children's services to develop and maintain a robust infrastructure for children's community

At a glance

Sian has built a remarkable career in healthcare spanning over three decades supporting children, young people and adults; demonstrating her unwavering commitment to delivering high quality care to people following catastrophic injury and their families. Her educational journey showcases a diverse range of qualifications, reflecting her dedication to advancing her skills and expertise.

As a case manager, Sian is able to work with young children from birth age through to adults. Sian is experienced in the support of children who have had birth injuries including hypoxic brain injury, have cerebral palsy, and neurological conditions including epilepsy as well as a wide range of learning disabilities. Sian is able to support children who have experienced catastrophic injuries as a result of traumatic events (such as road traffic incidents) resulting in orthopaedic injuries, burns, and limb loss. Through her extensive clinical career Sian has overseen care provision for respiratory conditions, oncology and palliative care.

Sian has specialised in working with children, but she has also gained significant experience working and supporting adults throughout her extensive career. She has worked in adult medicine, cardiology, and surgery, as well as with adults who have complex orthopaedic conditions. Sian has also supported individuals with post-spinal rods and conditions requiring bone lengthening.



Sian Hooban

Registered Children's and Adult Nurse
Associate Case Manager

Experience

nursing, children and young people's continuing care / neurodevelopment / children's learning disability services ensuring provision of a high-quality service in line with local governance and national standards.

Throughout her employment history, Sian's contributions have been substantial. She worked as interim service manager CCNT at CCS NHS Trust. She was accountable for quality and the delivery of safe, caring, effective and well led nursing care within children's community nursing, for ensuring effective professional nursing leadership and pro-active resource management, and the delivery on outcomes and KPI's attached to the service. She has also worked service manager CCNT for Cambridgeshire at CCS NHS Trust, providing clinical leadership for children's community nursing service and has worked as the lead community children's Nurse at Hinchingsbrooke Healthcare NHS Trust. In addition she has held the position of community children's nursing sister at Community Health South.

Her diverse experience includes a brief role as a manager at Academy Childcare Ltd where she had overall responsibility for childcare provision. Sian's nursing career began at Lewisham Hospital where she served as a senior staff nurse, managing a 22-bedded medical ward. She continued her journey at Joyce Green Hospital in Dartford as a senior staff nurse, coordinating and managing a mixed medical and surgical children's ward. Sian has worked within the Royal Papworth Hospital and Hitchingbrook Hospital supporting adults with cardiac, surgical and orthopaedic needs.

Sian's impressive educational background and extensive experience in various nursing and leadership roles underscore her commitment to providing high-quality care and her unwavering dedication to professional development.

Sian was credited as a learning representative for the RCN in May 2018, as a Steward for the RCN in January 2019 and awarded Queen's Nurse in May 2018.

Education and Qualifications

- MSc Advanced Practice Nursing and Social Care
- V300 Non-Medical Prescribing/ Independent Prescribing
- PGCE
- BSc Specialist Practice CCN
- Registered Sick Children's Nurse
- Registered General Nurse

Memberships and Registrations

- Nursing and Midwifery Council (NMC)
- Royal College of Nursing (RCN)
- Queens Nurse
- BABICM



Simon Egginton

Social Worker
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial amputation | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Sensory Impairment

Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Psychological

Depression | Mental Health | PTSD | Stress



At a glance

Simon predominantly works with clients with Acquired Brain Injuries and associated orthopaedic injuries. He has an established caseload and is familiar with working with clients who require long term rehabilitation. He is comfortable navigating complex dynamics and has a professional and calm manner to help clients and their family feel at ease.

Simon advocates for his clients and is able to utilise his knowledge of the litigation process to assist clients to navigate the rehabilitation process. He works well with all clients but has particular strengths working with complex family dynamics, children and young adult.

Due to Simon's case management experience he has established a rapport with a wide range of treating clinicians and works well to keep rehabilitation programmes on track. He collaborates with the client to set realistic goals in conjunction with the rehabilitation team.

Simon applies years of social work experience to confidently handle safeguarding concerns and processes. He has worked with many clients who have care needs, he has managed both directly employed and agency packages. Simon receives regular feedback from instructing parties who comment on his extensive knowledge, his quick grasp of issues and needs and his timely reports and updates. Clients say he is professional, polite, fair and responsive.

Ages covered

12 years +

Location

Sheffield

Experience

Simon has practiced in the field of disability including learning disability, physical disability and brain injury for over 35 years. He has worked as a case manager since 2014 and has expertise and knowledge in the field of both acquired and traumatic brain injury and orthopaedic injury.

Simon worked as a social worker in a large regional hospital assessing the needs of patients with a variety of physical disability and neurological disability, creating support and care plans to effect discharge.

He joined a Specialist Brain Injury Social Work team in 1997 gaining 17 years' experience of working with brain injury survivors and their significant others in acute hospital care, sub-acute rehabilitation and community brain injury rehabilitation, assessing needs and providing community support plans.

During his time working for a Clinical Commissioning Group CHC



Simon Egginton

Social Worker
Associate Case Manager

Experience

eligibility panel his role was pivotal in representing the rights of disabled people and those with long term health conditions in determining primary health care needs and establishing eligibility for CHC funding.

Simon is knowledgeable of safeguarding issues having been the safeguarding lead in a large general hospital, which furthered his knowledge and experience of working with vulnerable adults whom experienced a variety of disabilities and health conditions.

He has experience and expertise in coordinating independent and statutory rehabilitation services establishing a functioning Inter-Disciplinary Team.

In the completion of Immediate Needs Assessments, Simon has extensive knowledge, experience and understanding of the sometimes complex nature, affects and interplay of cognitive, behavioural, physical and psychological impairment, which are often evident following catastrophic injury. Simon possesses sound interpersonal skills when working directly with clients who have experienced a catastrophic injury and their families. He represents his client's needs when liaising with solicitors and insurers on single and jointly instructed cases.

Simon is committed to providing a high quality case management service, coordinating all aspects of rehabilitation and care. He involves clients from the very start, believing that client self-determination will contribute in establishing their true commitment to proposed rehabilitation plans. He recognises that collaborative goal setting is imperative to achieve successful rehabilitation outcomes.

He has developed skills in working within interdisciplinary teams (both within the statutory and independent sector). Simon takes responsibility for coordinating relevant professionals in establishing and maintaining rehabilitation plans to positive conclusions, creating a team approach.

Simon is committed to establishing a sense of positivity and has supported his clients into independent living, further education, employment and in partaking in social/leisure activities and interests. He recognises that when specific beneficial outcomes are identified, positive risk taking is required in assisting clients to achieve fulfilling, stimulating and meaningful lives.

He also recognises the key role family members' play in supporting their physically disabled/brain injured relative and the potential burden this support can place upon them over time. In response to this presenting need Simon has provided family support and brain injury education.

Education & Qualifications

- CCETSW CSS
- PQ 1 and 2
- First Line Management Level 3

Memberships & Registrations

- BABICM
- Health and Care Professions Council
- South Yorkshire Acquired Brain Injury Forum



Simon understands B's needs and works with him in a way B appreciates and understands. His reports and updates are timely and useful. He is responsive to requests for information/documentation and has a good understanding of the litigation process in conjunction with his role as a jointly appointed case manager.

Kate Venn, Irwin Mitchell

Simon gets on very well with our client and has made a substantial difference to his quality of life. Very happy with how Simon interacts with the family and the progress that has been made in getting the right therapies and equipment in place.

Grace Serwanga, Penningtons

Simon Egginton is very knowledgeable, he quickly grasps the issues, is very proactive, provides regularly and detailed updates and develops an excellent rapport with the clients.

Janet Hall, Thompsons



Wendy McGrail

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the knee | Below the knee | Digit | Toe

Brain Injuries

Mild Brain Injury | Stroke

Chronic Pain

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Spinal Fractures

Psychological

Depression | PTSD | Stress

Ages Covered

12 years +

Location

Sheffield

Experience

As a clinical nurse specialist at the Royal Hallamshire Hospital, Wendy manages a large case load of clients with significant wound and skin injuries as well as leading on nurse led clinics in hospital and the community. This involved concise, in-depth assessment and the formulation of appropriate care plans and treatment and then the ongoing monitoring of client progress and outcomes. Due to the significance of the injuries her clients face, Wendy also provides psychological support and helpline services. She works closely with consultants, GPs, occupational therapists and the wider MDT to co-ordinate care prior to hospital discharge.

In previous clinical roles across Sheffield, Wendy has worked as a senior sister, ward sister and outreach sister across a number of medical wards, working with clients with ulcers, orthopaedic injuries and following Strokes. She has worked with a number of clients involved in accidents resulting in poly-trauma and head injuries as well as chronic illness and chronic pain. Her experience in the community involves discharge planning and at home assessments.

At a glance

Wendy is a registered general nurse with over 33 years' clinical experience in both hospital and community settings and working with complex orthopaedic injuries, acute trauma and poly-trauma injuries, spinal injuries and fractures, wound care and tissue viability, the elderly, Stroke patients, neuro rehabilitation, and chronic pain.

Wendy's current caseload includes those with complex injuries including brain injuries and a range of complex orthopaedic conditions. Wendy instructs and co-ordinates Multi-disciplinary Teams to support her clients.

She is an extremely effective communicator offering empathy and understanding but also clarifying goals and outcomes for her clients.



Very responsive, very welcoming and warm, fully trust that what needs to be done is being done. Wendy is one of the nicest people I've met.

Client



Wendy McGrail

Registered General Nurse
Associate Case Manager

Experience

As well as the physical injuries and limitations of the people she has worked with she is also acutely aware of the psychological impact on the client and their family and the importance of their social and lifestyle goals post-injury and the role rehabilitation plays in meeting their future needs and goals. She is also an advocate of educating clients and families on their injuries and conditions to support rehabilitation and acceptance.

Due to her extensive clinical experience, Wendy also has experience of teaching clinical staff and supervision. She remains current through regular CPD including safeguarding (Level 3), tissue viability care and management, acute and chronic pain, wound care and prevention of pressure sores.

Education and Qualifications

- Registered General Nurse - Adult
- Post Graduate Non-Medical Prescriber
- Masters in Clinical Dermatology - currently studying

Memberships and Registrations

- Nursing and Midwifery Council
- CMSUK

A large, stylized tree graphic in a light beige color, composed of thick, curved lines forming branches and leaves, serving as a background for the text.

North West



Dita Stirk

Registered General Nurse
Associate Case Manager

Injury/Condition

Chronic Pain

Hand and Upper Limb Injury

Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health | PTSD | Stress

Sensory Impairment

Maxillo Facial | Ophthalmology | Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Ages Covered

18 years +

Location

Southport

Experience

Dita is a registered nurse with extensive experience working with Spinal Cord Injured clients along with complex care needs, gained in the North West Regional Spinal Injuries Centre. Dita is experienced in assessing and treating clients with high-level injuries (paraplegia, tetraplegia and incomplete injuries), tracheostomy management, whilst having extensive knowledge around bladder and bowel care/management, and skin management. Dita has broad experience in supporting clients in their rehabilitation pathways, including assisting clients with achieving their rehabilitation goals and returning to functional and community-based activities.

She is able to support clients who are ventilator dependent and is experienced in helping clients throughout their acute rehabilitation, progressing to transition back into a community setting. This experience includes working with clients with

At a glance

Dita is a registered nurse and case manager with extensive experience in supporting those following Spinal Cord injury and has worked at the North West Regional Spinal Injuries Centre.

As a case manager she is able to take on cases of paraplegia, tetraplegia and incomplete injuries and has experience of tracheostomy management, bowel and bladder care/management and skin management.

She is passionate about client care and supporting people to transition back into a community setting.

Additional Languages

- Latvian
- Russian



Dita Stirk

Registered General Nurse
Associate Case Manager

Experience

orthopaedic injuries, poly traumatic injuries, psychological trauma, learning difficulties, in addition to spinal cord injuries. Dita currently works as a Band 6 sister within a Same Day Emergency Care department where she supports people following injury and illness including assessing people with urgent treatment needs and ensuring safe discharge is made, with appropriate interventions and referrals put into place. This includes supporting families as well as the patient, with advanced communication skills a requisite of the role.

Furthermore, Dita works with nursing students at Edge Hill University with their nursing studies, which encompasses theoretical support and guidance.

Education and Qualifications

- BSc Nursing
- Palliative Care Module
- Teaching and Learning in Clinical Contact Module

Memberships and Registrations

- Nursing and Midwifery Council (NMC)
- CMSUK



Eva Bedford

Registered Nurse | Senior Advanced Nurse Practitioner
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Post-concussion Syndrome | Epilepsy

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Musculoskeletal/Soft Tissue injury/Joint

Post-surgical/Post-operative Conditions

Psychological

Depression | Mental Health | PTSD | Stress

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Ages Covered

18 years +

Location

Macclesfield

Experience

Eva has had a distinguished career as a registered nurse since qualifying in 1994, holding various roles across acute, primary, and community healthcare sectors. Her positions have included advanced nurse practitioner, head of nursing, and clinical programme lead.

For nearly a decade, Eva worked in acute medicine, where she was responsible for the healthcare needs of acutely ill medical patients, managing clinical areas and nursing teams. She played a key role in developing the extended nursing role within the acute medical assessment unit to enhance patient care quality.

Collaborating with departmental heads and senior healthcare professionals, she spearheaded service initiatives to improve patient journeys and maximize care outcomes. As clinical nurse lead, Eva introduced the Advanced Nurse Practice Role within the clinical team, developed nurse-led Non-Invasive Positive Pressure Ventilation (NIPPV), and redesigned service provision to improve bed utilization and patient flow between A&E and the acute medical service area.



At a glance

As a case manager, Eva is able to take on cases of amputation/limb loss, orthopaedic poly trauma, burns/plastics, post-concussion, chronic pain, visceral injury and wound care. She is also experienced in supporting people with complex past medical history or additional needs including learning disability, epilepsy and those with care needs and the management of psychological disorders.

With a significant career in the North West, Eva has established sound knowledge of statutory and private provision for those following major trauma and the interventions required for maximum independence and dignity.

She developed, implemented and managed a 'Hospital at Home' service, providing healthcare support within the home to prevent hospital admissions which included assessment, prescription and delivery of appropriate interventions and engaging of care agencies to meet client needs. She is collaborative in nature and her holistic approach ensures she gains an understanding of the clients medical, psychological and social needs.



Eva Bedford

Registered Nurse | Senior Advanced Nurse
Practitioner
Associate Case Manager

Experience

Eva also served as an advanced nurse practitioner in general surgery, providing clinical assessment and management for both in-patient and out-patient healthcare needs as part of a consultant-led team. Her patient caseload included adults and children with acute intra-abdominal pathologies, such as bowel obstruction, appendicitis, pancreatitis, cholecystitis, volvulus, and abdominal trauma requiring emergency surgical intervention or inpatient care. She also managed planned elective surgical interventions for colorectal pathologies, including cancer, Crohn's, and diverticular disease, along with outpatient assessment, diagnosis, and symptom management of chronic colorectal and intra-abdominal conditions. Eva's notable achievements in this role include developing and implementing an Enhanced Recovery After Surgery (ERAS) program for elective colorectal surgery patients and creating a VTE Risk Assessment Tool and Management Strategy to minimize VTE risk in surgical inpatients.

Eva has experience working in urgent care and out-of-hours walk-in centres as an advanced nurse practitioner, providing clinical assessment and management for adults and children requiring urgent care. This included telephone and video consultations, remote prescribing, and face-to-face consultations. In 2016, Eva became head of nursing at Mastercall Healthcare, managing Outpatient Parenteral Antimicrobial Therapy (OPAT) services across three localities and delivering a community-based 'Peripherally Inserted Central Catheter and Midline Service.' She has expertise in managing medically stable patients requiring short to long-term intravenous therapy.

As a clinical change manager at BUPA UK, Eva was responsible for identifying and delivering change initiatives within BUPA's specialist clinical teams to improve patient care. This included planning and coordinating the safe transfer of care for over 400 cancer patients to alternative specialist providers.

Eva has led the planning and delivery of NHSI quality improvement initiatives across the Greater Manchester and Eastern Cheshire Patient Safety Collaborative (GMECPSC), implementing National Early Warning Scores (NEWS) and delivering training for acute, primary, community, mental health, and private care providers on quality improvement.

Eva also works as an associate Expert Witness.

Education and Qualifications

- Diploma in Nursing 1994.
- ENB 998 'Teaching and Assessing in Clinical Practice' 1996
- ENB 87 'Introduction to Promotion of Continence and Management of Incontinence' 1997
- MSc Clinical Nursing 2001
- Independent and Supplementary Nurse Prescribing 2005

Memberships and Registrations

- Royal College of Nursing and Midwifery
- CMSUK



Helen Cagle

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss
Digit | Toe

Birth Injury/Developmental Delay
Cerebral Palsy | Congenital | Genetic Disorders

Chronic Pain

Hand and Upper Limb
Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma
Internal Injuries | Respiratory Conditions

Medical Needs
Oncology

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment
Maxillo Facial | Ophthalmology | Visual or Hearing Difficulties

Skin and Tissue
Burns | Plastics | Scar Management | Tissue Viability | Wound care



At a glance

Helen is a registered general nurse with over 24 years' experience supporting children and adults with complex clinical needs. Helen also has extensive case management experience, working in the field for over 17 years.

Helen is an autonomous case manager, who has the skills and experience to support clients through their rehabilitation. Her clinical skills allow her to adapt her assessment and recommendations to the age and clinical presentation of the client, with her case management experience allowing her to consider the reasonableness of these recommendations prior to sharing with instructing parties.

A key strength of Helen's is her ability and drive to work holistically with and for clients. She has gone over and above in her role to ensure that her clients have a positive experience with rehabilitation. She had built sensory gardens for a child client, taught a child to ride his scooter and is a constant point of contact for her clients.

Helen takes a measured and sensible approach to her case management, building relationship that instil trust with her clients and families. Instructing parties comment on how supportive she is and her ability to go above and beyond to meet the needs of the clients. Clients applaud Helen for how she treats them with respect, her responsiveness and reliability.

Ages covered

2 years +

Location

Leicestershire and
Liverpool

Experience

Helen specialises in the areas of severe and complex orthopaedics, polytrauma; including internal injuries and complex regional pain syndrome. She also has experience in the management of spinal fractures, compartment syndrome, cerebral palsy and injury from birth. Helen has managed clients from the moment of discharge from hospital through to the post settlement of their legal cases and beyond.

Post qualification Helen worked in a very busy inner London hospital on a General Surgical Ward including St Thomas' Guy's and Northwick Park. She later progressed to work for a private pharmaceutical company as nurse advisor, regional nurse manager and ultimately professional development manager. This involved managing a large team of nurses. Her time management, training and interpersonal skills were vital within this role.

Helen has an excellent understanding of the litigation process



Helen Caple

Registered General Nurse
Associate Case Manager

Experience

and how much support clients and their families need during this time. She ensures that the clients are supported throughout case management whilst encouraging them to regain as much independence as possible. Over her years in case management she has built up very strong relationships with claimant solicitors, defendant solicitors and insurers. Helen communicates very well with all instructing parties but is able to work independently and autonomously to get on with her work on a day to day basis.

Helen also has experience of working overseas, having worked as a nanny in America for a year and in two Romanian orphanages during her children's training.

Education & Qualifications

- Registered General Nurse
- Registered Sick Children's Nurse

Memberships & Registrations

- CMSUK
- Nursing and Midwifery Council
- Royal College of Nursing



Supportive to my client at a very difficult time and has assisted greatly with her recovery.

Steven Baylis, Affinity Law

Helen has been wonderful with our client and very helpful.

David-James Stott, Bird and Co

Helen has supported us through a very difficult time. She has been our case manager for over six years now and has always been reliable and extremely helpful. She has constantly been responsive to the needs of our granddaughters and her recommendations have made things much easier.

Client



Jackie Bevan

Occupational Therapist
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial amputation | Toe | Upper Limb

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Skin and Tissue

Tissue Viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

6 years +

Location

Southport

Experience

Jackie qualified in 1994 from the University of Liverpool as an occupational therapist. Since then she has worked as a hospital occupational therapist; gaining experience in elderly mentally ill, children, orthopaedics, general medicine and spinal cord injury.

Since 1995 she has worked within the field of spinal cord injury and began work as a senior clinician in 1999 and becoming a Specialist in 2004. She gained an MSc in Health Practice in 2005 from Salford University; specialising in Neurological Dysfunction. Jackie has worked within the field of reconstructive upper limb surgery for tetraplegia.

Jackie's experience within the field of spinal cord injury includes assessment and treatment of patients/clients with both traumatic (paraplegia, tetraplegia, and incomplete injuries) and non-traumatic spinal cord injury, which include spina bifida, multiple sclerosis and motor neurone disease. Many of these patients/clients have had secondary conditions such as rheumatoid arthritis, cancer, amputation and hand injuries. During her experience she has assessed hundreds of clients both within the rehabilitation setting and within their home



At a glance

Jackie is a pragmatic, experienced case manager with expertise working with clients who have a spinal cord injury, amputation and orthopaedic injuries. She continues to work as an associate case manager alongside her role within the NHS. She maintains her continuing professional development to ensure her clients have evidence based intervention. She works in collaboration with the therapy team to provide client centered rehabilitation.

Jackie is able to empathise with clients who are experiencing significant trauma, she assists them to navigate the rehabilitation process. Jackie is able to prioritise and effectively manage challenging situations for clients. She appropriately manages the balance between her two roles in the best interest of client.

Jackie utilises her clinical experience to holistically identify the client's needs including appropriate adaptations and equipment.

Jackie clearly communicates the client's needs to the instructing party so that funding can be considered for rehabilitation and the client reach their maximum potential. Instructing parties comment on her excellent reports and her effectiveness in identifying needs. Clients says she is attentive, informative and supportive.



Jackie Bevan

Occupational Therapist
Associate Case Manager

Experience

environment. This has involved considering their rehabilitation goal planning, muscle grading, activities of daily living, equipment and adaptation needs and writing clinical commissioning reports for continuing health care and the application of individual funding requests for equipment.

Jackie continues to work as an NHS clinician part-time to continue to develop clinical knowledge. She manages the Rehabilitation Outpatient Service within the North West Regional Spinal Injuries Centre, where she continues to cover seating and posture, pressure mapping, splinting and orthosis, aquatic therapy, functional electrical stimulation, transfer practise, information technology, equipment and adaptation needs. Jackie is involved with housing needs assessment reports; liaising with various community and school services and liaises with various charities.

As a case manager, Jackie's experience has broadened to include brachial plexus lesions, amputation and orthopaedic injuries. The case management role has widened her experience at working with architects, solicitors, barristers, care agencies and the facilitation of rehabilitation throughout the litigation process. She has set up numerous care packages and ensures suitable care and equipment for the return of clients into the community. Jackie is used to budgeting and the organisation of managing client accounts. Jackie feels that she is open to new ideas to assist and promote clients to gain the best of their rehabilitation.

Education & Qualifications

- BSc Occupational Therapy
- MSc Health Practice

Memberships & Registrations

- Health and Care Professions Council
- CMSUK
- Limbless Association
- Multidisciplinary Association for Spinal Cord Injury Professionals
- Occupational Therapy Independent Practice
- SIA



The report was excellent, and covered all key risk factors. The case manager Jackie Bevan provided an excellent report which has been extremely useful in addressing our client's needs.

Karen Hicks, RFU

Jackie has been very effective at identifying needs and setting up rehab despite the challenging times.

Jo Brine, JMW

Jackie Bevan has been attentive, informative and supportive throughout the case management process. My thanks to Jackie for everything she has done.

Client



Sian Hooban

Registered Children's and Adult Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain injury | CVA | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Post-surgical/Post-operative Conditions

Sensory Impairment

Maxillo Facial | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Spinal injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Mental Health

At a glance

Sian has built a remarkable career in healthcare spanning over three decades supporting children, young people and adults; demonstrating her unwavering commitment to delivering high quality care to people following catastrophic injury and their families. Her educational journey showcases a diverse range of qualifications, reflecting her dedication to advancing her skills and expertise.

As a case manager, Sian is able to work with young children from birth age through to adults. Sian is experienced in the support of children who have had birth injuries including hypoxic brain injury, have cerebral palsy, and neurological conditions including epilepsy as well as a wide range of learning disabilities. Sian is able to support children who have experienced catastrophic injuries as a result of traumatic events (such as road traffic incidents) resulting in orthopaedic injuries, burns, and limb loss. Through her extensive clinical career Sian has overseen care provision for respiratory conditions, oncology and palliative care.

Sian has specialised in working with children, but she has also gained significant experience working and supporting adults throughout her extensive career. She has worked in adult medicine, cardiology, and surgery, as well as with adults who have complex orthopaedic conditions. Sian has also supported individuals with post-spinal rods and conditions requiring bone lengthening.

Ages Covered

From birth

Location

Caerphilly, Manchester and Leeds

Experience

In her current role since April 2021, Sian serves as the assistant head of children's nursing at Powys Teaching Health Board. Here, she provides clinical leadership and governance oversight to the Specialist Children's Nursing teams. Her responsibilities are extensive, including the management of learning disability services, community children's nursing teams, children and young people's continuing care, neurodevelopment, and children's learning disability services. Sian also oversees the paediatric patient service manager and Planned Care services, which encompass paediatric triage. She plays a pivotal role in supporting the Woman and Children's services to develop and maintain a robust infrastructure for children's community



Sian Hooban

Registered Children's and Adult Nurse
Associate Case Manager

Experience

nursing, children and young people's continuing care / neurodevelopment / children's learning disability services ensuring provision of a high-quality service in line with local governance and national standards.

Throughout her employment history, Sian's contributions have been substantial. She worked as interim service manager CCNT at CCS NHS Trust. She was accountable for quality and the delivery of safe, caring, effective and well led nursing care within children's community nursing, for ensuring effective professional nursing leadership and pro-active resource management, and the delivery on outcomes and KPI's attached to the service. She has also worked service manager CCNT for Cambridgeshire at CCS NHS Trust, providing clinical leadership for children's community nursing service and has worked as the lead community children's Nurse at Hinchingsbrooke Healthcare NHS Trust. In addition she has held the position of community children's nursing sister at Community Health South.

Her diverse experience includes a brief role as a manager at Academy Childcare Ltd where she had overall responsibility for childcare provision. Sian's nursing career began at Lewisham Hospital where she served as a senior staff nurse, managing a 22-bedded medical ward. She continued her journey at Joyce Green Hospital in Dartford as a senior staff nurse, coordinating and managing a mixed medical and surgical children's ward. Sian has worked within the Royal Papworth Hospital and Hitchingbrook Hospital supporting adults with cardiac, surgical and orthopaedic needs.

Sian's impressive educational background and extensive experience in various nursing and leadership roles underscore her commitment to providing high-quality care and her unwavering dedication to professional development.

Sian was credited as a learning representative for the RCN in May 2018, as a Steward for the RCN in January 2019 and awarded Queen's Nurse in May 2018.

Education and Qualifications

- MSc Advanced Practice Nursing and Social Care
- V300 Non-Medical Prescribing/ Independent Prescribing
- PGCE
- BSc Specialist Practice CCN
- Registered Sick Children's Nurse
- Registered General Nurse

Memberships and Registrations

- Nursing and Midwifery Council (NMC)
- Royal College of Nursing (RCN)
- Queens Nurse
- BABICM



Victoria Davies

Sports Rehabilitation Professional
Case Manager

Injury/Condition

Amputation

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Post-concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Chronic Pain

Learning Disabilities

Major Trauma/Poly Trauma
Internal injuries

Musculoskeletal/Soft Tissue Injury

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/Processing Disorder | Vestibular Disorder | Visual or hearing difficulties

Spinal Injuries

Cauda Equina Syndrome | Partial Spinal Cord Injury | Spinal Fractures

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Psychological

Depression | Mental Health | PTSD | Stress



At a glance

Victoria Davies has over seven years' experience as a clinical case manager. Coming from a Sports Rehabilitation background she has been able to build on her existing knowledge and is very experienced with dealing with complex orthopaedic cases, TBI, Chronic Pain and amputation. Victoria enjoys forming positive relationships with her clients to promote engagement and has experience dealing with clients with engagement issues.

Instructing parties comment on her ability to deal with disengaged, complex clients and how she acts in a timely manner. Clients appreciate her knowledge and how thorough she is in dealing with their needs.



Victoria has been nothing short of exemplary in helping me deal with possibly the worst moment in my life.

Client

Ages covered

16 years +

Location

Liverpool

Experience

Victoria has been a case manager for over seven years, predominantly working with clients following amputation/limb loss, TBI and musculo-skeletal and complex orthopaedic injuries and conditions using the biopsychosocial model of assessment.

She is highly experienced in the planning, delivery and measurement of complex rehabilitation and case management. Within this experience she is able to provide clear goals, gain client engagement in their rehabilitation and has a strong understanding of the merits and outcomes of statutory, voluntary and private provision.

Her previous and current case load has a clear focus on



Victoria Davies

Sports Rehabilitation Professional
Case Manager

Experience

regaining independence and returning the client to their pre-accident position including a strong understanding of vocational rehabilitation and the need to engage with employers.

Her training in sports rehabilitation has given Victoria an in-depth understanding of function and abilities post-injury which supports her work and knowledge as an experienced case manager

Victoria has previously worked within the RAF and remains a reservist. In these roles she has gained an understanding of health and nutrition.

Education & Qualifications

- BSc (Hons) Sports Rehabilitation

Memberships & Registrations

- CMSUK



The case manager has been able to identify client's needs and obtain funding to implement the treatment/rehabilitation efficiently and in a timely manner.

Instructing Party



I find Victoria to be polite and kind at all times, she's very reassuring. If I have a question she usually has the answer, if not she will endeavour to find the answer. She keeps in touch regularly via text or email and on the occasions I have met her I was very happy with her visit. I find her very easy to talk to, very happy to have her on my case.

Client



Victoria Jackson

Registered Nurse
Associate Case Manager

Injury/Condition

Brain Injuries

Acquired Brain Injuries | CVA | Disorders of Consciousness | Mild Brain Injury | Stroke | Neurodegenerative Disorders | Post-concussion Syndrome | Traumatic Brain Injury

Birth Injury/Developmental Delay

Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration/ Processing Disorder | Vestibular Disorder | Visual or hearing difficulties

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

Ages covered

From birth

Location

Preston

Experience

Victoria joined Bush & Co in 2012 and is an experienced Case Manager. She is a Registered Nurse, qualifying in 2003, and has successfully case managed many adults and children with a variety of complex medical needs.

Victoria is adept at working with both Solicitors and Insurers in joint or single instruction cases to determine and support the rehabilitation goals of the individual client. Victoria has demonstrable experience of leading a multi-disciplinary team and developing clear and concise goal plans in conjunction with the client.

Victoria takes a holistic approach to rehabilitation and works cooperatively with clients, families, Therapists and instructing parties to ensure that client needs, progress and achievements are being assessed, communicated and addressed by all involved.



At a glance

Victoria is a registered nurse with over 20 years' experience in both the acute and community settings. She has developed extensive experience as an associate case manager working with both children and adults with a range of clinical needs including Acquired Brain Injury and spinal injuries.

Victoria is a robust case manager who does not shy away from a challenge. She has extensive experience is dealing with complex clients and associated dynamics. She has coordinated complex care packages via agency and directly employed provisions whereby she can complete care plans, arrange training and provide supervision.

She always puts the client at the centre and advocates for their needs. She is effective in building a rapport with client and their families and navigating challenging dynamics.

Victoria is experienced managing large rehabilitation budgets and confident utilising client accounts. She has a comprehensive understanding of the litigation process and the requirements of the instructing parties. She works proactively to maintain communication and provide regular updates.



Victoria Jackson

Registered Nurse
Associate Case Manager

Experience

Over the years as a case manager Victoria's work with child and young people has enabled her to develop significant experience of assisting both the client and their family as they navigate the litigation process, and she is adept at managing clients with complex family dynamics or challenging behaviour. Victoria understands the pressures that are faced by families following the injury of a loved one, and can skilfully assess needs and ensure that they have access to relevant support services. Victoria has experience of case managing clients with regards to education health and care plan assessments and appeals processes, supporting with applications for local authority assessments and direct payment awards and with assisting many clients and families to navigate the transition from child to adult services.

Victoria regularly supports clients with the set up and running of their care packages as well as additional support services and she case manages several directly employed care teams on behalf of the client, including significant care packages that provide 24 hour care to the client.

Victoria has previously worked as a registered nurse for the NHS at a regional trauma centre that dealt with wide ranging injuries, including military casualties returning from overseas. Victoria moved into the private sector in 2009, initially recruited as a clinical nurse specialist for a complex care provider based in the Midlands, managing care packages for people returning home after catastrophic injury, often with tracheostomy and ventilator support and she became clinical nurse manager for the region shortly afterwards. Victoria further developed her managerial skills in the private sector before joining Bush & Co as an associate case manager.

Education & Qualifications

- Dip HE Nursing

Memberships & Registrations

- CMSUK
- Nursing and Midwifery Council
- Royal College of Nursing
- BABICM



The family have had a poor experience with a previous case manager and Victoria had to get to know the family in this context.

She has formed a good working relationship with them and provides the right support at the right time for them.

Instructing Party

A large, stylized tree graphic in a light beige color, composed of thick, curved lines forming branches and several simple leaf shapes. The tree is centered on the page and serves as a background for the text.

Scotland



Hamza Godhrawala

Physiotherapist
Associate Case Manager

Injury/Condition

Brain Injury

Acquired Brain Injury | CVA | Disorders of consciousness | Mild Brain Injury | Neurodegenerative disorders | Post-concussion syndrome | Stoke | Traumatic Brain Injury

Amputation/Limb Loss

Above the knee | Below the knee | Digit | Hand | Partial amputation | Toe | Upper limb

Birth Injury/Developmental Delay

Cerebral Palsy | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Skin and Tissue

Tissue viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Post-surgical/Post-operative Conditions



At a glance

Hamza is a physiotherapist and physician associate with significant experience covering specialist in-patient unit and community rehabilitation settings. He specialises in the case management of clients with acquired brain injury, amputation, spinal cord injury and musculoskeletal conditions. He gives his clients appropriate support throughout all phases of their rehabilitation, and is passionate in doing so.

Hamza is proficient in attaining experienced treatment/rehabilitation providers as well as coordinating, monitoring and evaluating their input.

Hamza is also a member of the Medico-Legal Society of Chartered Physiotherapists and the Association of Chartered Physiotherapists Interested in Neurology, which further evidences his commitment not only to the case manager role, but in ensuring his clients are provided with appropriate information and support.

Instructing parties comment on how responsive and efficient he is and they wouldn't hesitate to use him again. Clients comment on his hard work on their behalf.

Ages covered

6 years +

Location

Aberdeen

Experience

Hamza is a specialist physiotherapist has 12 years' experience working with clients with complex neurological, musculoskeletal and mental health problems across England and Scotland, utilising the latest clinical evidence to support his clinical reasoning.

His clinical career includes time spent within the NHS and private practices across England and Scotland including Nuffield Health, Young Epilepsy, He has also worked as a specialist neuro physiotherapist at St Andrew's Healthcare in the Neuropsychiatry pathway in medium and secure mental health settings.



Hamza Godhrawala

Physiotherapist
Associate Case Manager

Experience

He has a special interest in the management of spinal cord and brain Injuries and complex orthopaedic problems and supports clients in their rehabilitation management; including the management of high specification prosthetic and orthotic needs alongside supporting clients with post traumatic symptoms. He is also an accredited practitioner across the North-East of Scotland area for assessment and prescribing the FES (Functional Electrical Stimulation) for rehabilitation.

Hamza has successfully managed highly challenging clients and their families across both adults and the paediatric population with neurological injuries and following medical negligence. He also has experience of chronic pain management and has postgraduate qualifications in sports psychology and Cognitive Behavioural Therapy (CBT).

He has extensive experience in negotiating, implementing and evaluating goal directed; client focused rehabilitation programmes and links this with the management and coordination of statutory and private care and/or therapy services.

Hamza is used to working as part of a multi-disciplinary team, and this has allowed collaborative working with patients and healthcare professionals.

Alongside his clinical skills as a specialist physiotherapist, Hamza is also a physician associate an expert witness report provider for complex medico-legal cases.

Education & Qualifications

- MSc Advanced Physiotherapeutic Practice
- Post Graduate Diploma Cognitive Behavioural Therapy
- CPD-Bobath (Basic & Part I), Kinesiotaping, Cognitive Rehabilitation, Sensory Integration and FES.
- PG Certificate: Sensory Integration Practitioner
- MSc Physician Associate

Memberships & Registrations

- Chartered Society of Physiotherapy
- Health and Care Professions Council
- Association of Chartered Physiotherapists Interested in Neurology
- Medico-Legal Society of Chartered Physiotherapists
- CMSUK

Additional Languages

- Hindi
- Marathi
- Urdu
- Gujarati



"Hamza was excellent - really responsive and efficient. Client's needs were really effectively met."

**-Andrew Pollock, Drummond Miller inc
Peacock Johnston**

"Hamza was such a great help throughout everything! Continuously working hard to ensure everything was in place. Everyone I've dealt with has been lovely and so helpful."

-Client



Julie Harris

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial amputation | Toe | Upper limb

Brain Injuries

Acquired Brain Injury | CVA | Disorders of Consciousness | Mild Brain Injury | Neurodegenerative Disorders | Post Concussion Syndrome | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Hypoxic Brain Injury

Chronic Pain

Hand and Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal injuries

Musculoskeletal/Soft Tissue Injury/Joint

Post-surgical/Post-operative Conditions

Sensory Impairment

Sensory Integration / Processing Disorder | Vestibular Disorder | Visual or Hearing difficulties

Skin and Tissue

Tissue Viability | Wound care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury

Psychological

Depression | Mental Health | PTSD | Stress

At a glance

Julie is a registered nurse with over thirty years' experience covering ward-based, specialist in-patient unit and community rehabilitation settings. She specialises in the case management of clients with acquired brain injury, polytrauma, chronic pain and musculoskeletal conditions. She gives her clients tailored support throughout all phases of their rehabilitation, and also gives thorough consideration towards clients' social, educational and vocational needs.

Through her work she also has experience of managing clients with amputation, spinal cord injury, industrial disease, sensory impairment and mental health conditions.

Julie is proficient in obtaining experienced treatment/rehabilitation providers as well as coordinating and managing statutory and private services alike.

Julie is a skilled communicator and attentive advocate for her clients. She is known for her constructive therapeutic relationships with clients and their families. Instructing parties comment on how personable and informative Julie is.

Ages covered

6 years +

Location

Dumfries & Galloway /
Nottinghamshire

Experience

As a nurse, Julie has extensive knowledge of patient assessment and care planning as well as care to optimise recovery through elements such as medicine management, rehabilitation goal setting and wound care. Within care home settings as a senior peripatetic nurse, Julie worked on personalised care plans; assessing and evaluating patient needs, supporting accurate diagnosis and advanced care planning. She has also worked in care home quality and compliance, developing new care homes and day care facilities in line with CQC guidelines. She has also working in renal units, ICU, coronary care, A&E and theatre recovery during her time as a nurse.



Very understanding to the needs of the Client, very personable and informative and helpful.

Instructing Party



Julie Harris

Registered General Nurse
Associate Case Manager

Experience

Her clinical experience also includes providing direct care on a dedicated rehabilitation unit for individuals recovering from TBI, CVA, spinal injuries and amputees. As a ward sister, Julie gained a wealth of experience in discharge planning, at home support and follow-up assessments.

Julie has additional knowledge of end-of-life care, working alongside social services, assembling pain control plans, oxygen management, nutrition and dietetics, pressure relieving aids and home adaptations.

She is able to work with clients living with complex injuries such as paraplegia and is experienced in supporting independent living by leading on home modification, equipment provision and care needs including ventilators, supra pubic catheters and gastrostomy tubes. Working with these clients, Julie also has experienced of managing support workers and implementing packages of care.

Julie is an advocate of family support and ensuring there is a safe level of knowledge and training in place; whilst respecting the dignity and wishes of the client and their best interests.

As a contract tracing case manager during the pandemic, Julie was responsible for health advice, infection control and formulating risk assessments and action plans. She predominantly worked on cases relating to complex settings such as schools, primary care, large or high-risk workplaces, health and social care services and underserved populations. She was also involved in safeguarding and welfare concern reporting where required.

As an occupational health screening nurse, Julie gained experience in and knowledge of supporting clients to manage anxiety, stress and pain as well as weight management, eating disorders, smoking, drug and alcohol abuse and health promotion. Her knowledge gained includes hearing and sight loss or distortion, lung function, movement and functionality, ECGs, colorectal screening, blood sampling, blood sugar analysis in diabetics, urinalysis and skin assessment.

In the United States, Julie developed and owned an Assisted Living Facility which involved extensive knowledge of elderly care and business management. She has also worked in the NHS as a unit manager for elderly care, responsible for 30 patients admitted with acute medical conditions requiring rehabilitation prior to discharge.

Julie is trained in Long Covid recovery and rehabilitation and has also completed Level 2 clinical case worker, assisted living certification, Covid 19 ICU course, ventilator introductory guidelines and manuals course and ICU point of care test equipment courses.

Education & Qualifications

- Nursing Diploma
- Diploma in Health and Social Welfare in Health and Disease
- Assisted Living Administrator Certification
- Level 2 Clinical Case Worker
- Level 1 Case management Training
- Covid Vaccinator Certification
- Covid Recovery and Rehabilitation

Memberships & Registrations

- Royal College of Nursing
- BABICM



I can't thank Julie enough for her help and professionalism. I was very reluctant to engage in the case management at first but after Julie took over my case my concerns were quickly forgotten.

I feel she went above and beyond to assist my recovery and her attention to detail, support, care and empathy went a long way to put me at ease I could not have asked for more.

Julie is a credit to your company and would definitely recommend her services.

I would like to take this opportunity to thank her from the bottom my heart and wish her all the best for the future.

Client



Liza Ayton

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain Injury | Neurodegenerative Disorders

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Major Trauma/Poly Trauma

Internal Injuries

Musculoskeletal/Soft Tissue Injury/Joint

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Depression | Mental Health | PTSD | Stress

Ages Covered

18 years +

Location

Scottish Borders

Experience

Liza is a registered nurse with experience within in-patient rehabilitation, the NHS and the community. Liza started her nursing career in Neurology supporting clients with catastrophic injury. Previously working as brain injury case manager with Phoenix Therapy & Care, Liza has a wealth of experience in ABI/TBI; Musculoskeletal/Orthopaedic; Palliative Care; Hand & Upper limb injury; Amputation; Learning Disabilities; Neurodegenerative disorders; Spinal Cord Injury; Soft Tissue Injury; Challenging Behaviour; Cerebral Palsy; Dementia; Cancer.

Her case manager case load has included complex family dynamics where clients and families become disengaged or where safeguarding concerns are apparent including alcohol abuse in the family, unhealthy family relationships and control etc; working closely with social workers and legal teams.

Prior to joining Bush & Co, Liza worked as a contact tracing practitioner during the COVID pandemic. Following this she went on to work with NHS Borders Public Health to develop and personally roll out the Ukrainian Health Needs Pilot for the Scottish borders. In this role she was commended for her development work and proactivity. As a nurse, Liza has experience working within nursing homes, managing rehabilitation care teams and has experience in clinical needs such as venepuncture, catheterisation, medication management and administration, cryotherapy, dressings, wound care, PEG feeds and stoma care as well as medicine management, data management and

At a glance

Liza is a registered nurse with extensive experience covering in-patient and community rehabilitation settings. She specialises in the case management of clients with acquired brain injury, amputation and musculoskeletal conditions. She gives her clients support from the early assessment stage throughout the appropriate phases of rehabilitation, and is conscientious towards clients' wider needs, encompassing social, educational and working considerations.

Through her work she also has experience of managing clients with hand and upper limb injuries, soft tissue injury, neurodegenerative disorders, and spinal cord injury.

Liza is accomplished in sourcing experienced treatment/rehabilitation providers as well as coordinating and managing statutory and private therapy services.

Liza is a very passionate and diligent advocate for her clients. She is known for her positive therapeutic relationships with clients, and if appropriate, their family.



Efficient and understanding.

Instructing Party



Liza Ayton

Registered General Nurse
Associate Case Manager

Experience

clinical and support worker training. She has also supported families with understanding care needs and rehabilitation on topics including safeguarding, dementia and infection control. Her last clinical nursing role she had sole responsibility for 50 adults with nursing care needs.

She has held a number of senior nursing positions where she has been responsible for standards of care, patient involvement and care planning to meet clients' physical and psychosocial needs. She has also been central to several national programmes. This gave her a wealth of knowledge of care planning.

Liza's experience in care saw her take part in a national project and facilitate the development of the Outcomes STAR for carers, for use by Change Fund services which was based on the Scottish Community Care Outcomes Framework and consistent with the evidence base on carers' needs. Liza facilitated the development of the tool in partnership with a working group from Carer's organisations, such as Social Enterprise in East Lothian (SEEL), East Lothian Council and the Carers Trust UK. Liza then designed and developed the training for this tool which was rolled out nationally. This work led to her then developing a home care social enterprise with the Director of SEEL and was invited to be the registered manager.

Due to her extensive knowledge, Liza's clinical and case management career has involved designing, developing and delivering health and social care training to care staff, nursing staff and families on topics including ABI, skin care, infection control, administration of medication, the needs of vulnerable adults, health and safety, child protection, food hygiene and dementia.

As a practice learning and development practitioner, Liza developed, rolled out and trained health and social care managers across sectors in one county in the Scottish governments 'Promoting Excellence in Dementia Care Framework.' Due to her ability to make learning accessible she was able to achieve compliance with the social care managers across sectors where previously there was none.

Liza has personal insight into the impact on one's life of a traumatic incident, due to a motorbike accident at 19 years old in South France, and subsequent loss of independence and rehabilitation over 2 years. She translated correspondence between French and English solicitors in medical legal French over five years for her case. As such Liza has a passion for advocating for those who have experienced catastrophic injury.

Education and Qualifications

- DipHE - Adult Nursing
- MA (Hons) - Social Anthropology
- Diploma - Business & Finance

Memberships and Registrations

- Nursing and Midwifery Council
- CMSUK

Additional Languages

- French

A large, stylized tree graphic in a light beige color, composed of thick, curved lines forming branches and several simple leaf shapes. The tree is centered on the page and serves as a background for the text.

Wales



Sian Hooban

Registered Children's and Adult Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Digit | Hand | Partial | Toe | Upper Limb

Brain Injuries

Acquired Brain injury | CVA | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Stroke | Traumatic Brain Injury

Birth Injury/Developmental Delay

Acquired Brain Injury | Cerebral Palsy | Congenital | Genetic Disorders | Hypoxic Brain Injury

Hand & Upper Limb Injury

Brachial Plexus | Rotator Cuff Tear (Partial or Complete)

Learning Disabilities

Major Trauma/Poly Trauma

Internal Injuries | Respiratory Conditions

Medical Needs

Oncology | Palliative Care

Post-surgical/Post-operative Conditions

Sensory Impairment

Maxillo Facial | Vestibular Disorder | Visual or Hearing Difficulties

Skin and Tissue

Burns | Plastics | Scar Management | Tissue Viability | Wound Care

Spinal injuries

Cauda Equina Syndrome | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Psychological

Mental Health

Ages Covered

From birth

Location

Caerphilly, Manchester and Leeds

Experience

In her current role since April 2021, Sian serves as the assistant head of children's nursing at Powys Teaching Health Board. Here, she provides clinical leadership and governance oversight to the Specialist Children's Nursing teams. Her responsibilities are extensive, including the management of learning disability services, community children's nursing teams, children and young people's continuing care, neurodevelopment, and children's learning disability services. Sian also oversees the paediatric patient service manager and Planned Care services, which encompass paediatric triage. She plays a pivotal role in supporting the Woman and Children's services to develop and maintain a robust infrastructure for children's community

At a glance

Sian has built a remarkable career in healthcare spanning over three decades supporting children, young people and adults; demonstrating her unwavering commitment to delivering high quality care to people following catastrophic injury and their families. Her educational journey showcases a diverse range of qualifications, reflecting her dedication to advancing her skills and expertise.

As a case manager, Sian is able to work with young children from birth age through to adults. Sian is experienced in the support of children who have had birth injuries including hypoxic brain injury, have cerebral palsy, and neurological conditions including epilepsy as well as a wide range of learning disabilities. Sian is able to support children who have experienced catastrophic injuries as a result of traumatic events (such as road traffic incidents) resulting in orthopaedic injuries, burns, and limb loss. Through her extensive clinical career Sian has overseen care provision for respiratory conditions, oncology and palliative care.

Sian has specialised in working with children, but she has also gained significant experience working and supporting adults throughout her extensive career. She has worked in adult medicine, cardiology, and surgery, as well as with adults who have complex orthopaedic conditions. Sian has also supported individuals with post-spinal rods and conditions requiring bone lengthening.



Sian Hooban

Registered Children's and Adult Nurse
Associate Case Manager

Experience

nursing, children and young people's continuing care / neurodevelopment / children's learning disability services ensuring provision of a high-quality service in line with local governance and national standards.

Throughout her employment history, Sian's contributions have been substantial. She worked as interim service manager CCNT at CCS NHS Trust. She was accountable for quality and the delivery of safe, caring, effective and well led nursing care within children's community nursing, for ensuring effective professional nursing leadership and pro-active resource management, and the delivery on outcomes and KPI's attached to the service. She has also worked service manager CCNT for Cambridgeshire at CCS NHS Trust, providing clinical leadership for children's community nursing service and has worked as the lead community children's Nurse at Hinchingsbrooke Healthcare NHS Trust. In addition she has held the position of community children's nursing sister at Community Health South.

Her diverse experience includes a brief role as a manager at Academy Childcare Ltd where she had overall responsibility for childcare provision. Sian's nursing career began at Lewisham Hospital where she served as a senior staff nurse, managing a 22-bedded medical ward. She continued her journey at Joyce Green Hospital in Dartford as a senior staff nurse, coordinating and managing a mixed medical and surgical children's ward. Sian has worked within the Royal Papworth Hospital and Hitchingbrook Hospital supporting adults with cardiac, surgical and orthopaedic needs.

Sian's impressive educational background and extensive experience in various nursing and leadership roles underscore her commitment to providing high-quality care and her unwavering dedication to professional development.

Sian was credited as a learning representative for the RCN in May 2018, as a Steward for the RCN in January 2019 and awarded Queen's Nurse in May 2018.

Education and Qualifications

- MSc Advanced Practice Nursing and Social Care
- V300 Non-Medical Prescribing/ Independent Prescribing
- PGCE
- BSc Specialist Practice CCN
- Registered Sick Children's Nurse
- Registered General Nurse

Memberships and Registrations

- Nursing and Midwifery Council (NMC)
- Royal College of Nursing (RCN)
- Queens Nurse
- BABICM



Sue Williams

Registered General Nurse
Associate Case Manager

Injury/Condition

Amputation/Limb Loss

Above the Knee | Below the Knee | Partial | Toe

Brain Injuries

Acquired Brain Injury | CVA | Epilepsy | Mild Brain Injury | Neurodegenerative Disorders | Stroke | Traumatic Brain Injury

Chronic Pain

Musculoskeletal/Soft Tissue Injury/Joint

Psychological

Depression | PTSD | Stress

Skin and Tissue

Tissue Viability | Wound Care

Spinal Injuries

Cauda Equina | Complex Spinal Cord Injury | Partial Spinal Cord Injury | Spinal Fractures

Ages Covered

18 years +

Location

Caerphilly

Experience

Sue's career journey began with training at the University Hospital of Wales Hospital/Cardiff Royal Infirmary in the late 1970s and early 1980s, where she honed her skills in General/Acute medicine for 16 years before delving into the specialised field of Neuro-rehab nursing. In both domains, she played a pivotal role in ensuring the safe and smooth transition of patients back into the community, leveraging collaborative efforts with various healthcare professionals and external care agencies.

Transitioning through various roles such as practice development nurse, ward manager, acting deputy directorate manager, and senior nurse in the Neuroscience service, Sue showcased her leadership and innovation by spearheading service improvement initiatives and successfully turning around failing wards. Her dedication to professional development led her to complete the prestigious King's Fund Successful Leadership programme.

In her tenure as a Nurse Lecturer at Cardiff University from 2002 to 2015, Sue contributed significantly to nursing education, designing and delivering modules at both undergraduate and postgraduate levels. Her expertise in clinical nursing, particularly in neurological/medical nursing, disability and rehabilitation, and



At a glance

Sue is a nurse and is highly specialist in spinal cord injury and neuro-rehab nursing, having worked clinically across Wales for over 40 years.

As a case manager Sue is able to work with Adult clients following Spinal Cord Injury, Brain injury, and also clients who have sustained severe lower limb trauma often leading to amputation. Sue's extensive work supporting individuals with spinal cord injury have enabled Sue to implement complex packages of care. Sue has worked with client's who require input around bladder and bowel care, tissue viability including pressure sores.

Instructing parties describe Sue as quick to respond and fair in her recommendations and clients describe her as warm, responsive and empathetic.

Additional Languages

- Welsh



Sue Williams

Registered General Nurse
Associate Case Manager

Experience

leadership/management, was imparted to students not only in Cardiff but also internationally in Oman. Maintaining a balance between academia and clinical practice, she remained actively involved in patient care by working shifts at a Neurological Rehabilitation Centre.

Sue's contributions extend beyond academia, as evidenced by her successful publications and presentations at national and international conferences, including prestigious events like the Annual Guttman's Spinal Cord Injury Conference and the Royal College of Nursing Educators Conference.

In addition to her professional endeavours, Sue actively engages in voluntary work, supporting organisations like the Spinal Injuries Association and the Back-Up Trust. Her dedication to supporting individuals with spinal cord injuries extends to providing education and practical assistance, showcasing her compassionate commitment to enhancing the lives of others.

Education and Qualifications

- LLM in Medical Law and Ethics (2019) De-Montfort University, Leicester
- Bond Salon with Cardiff University (Year 2009) Civil Procedure Rules for expert Witnesses Certificate
- Bath University (Year 2008) MA in Education (Disability and Rehabilitation).
- Newport University (Year 2003) Post Graduate Certificate in Education
- Nursing and Midwifery Council (Year 2003) Registered Nurse Lecturer/Practice Educator
- Glamorgan University (now The University of South Wales) (Year 1999) BSc Degree in Professional Practice (Nursing)
- Nursing and Midwifery Council (Year 1999) Specialist Practitioner in Adult Nursing
- Cardiff University (Year 1998) Diploma of Higher Education in Nursing
- Nursing and Midwifery Council (Year 1980) Registered General Nurse.

Memberships and Registrations

- Nursing and Midwifery Council
- Royal College of Nursing
- BABCIM