



Based In: Cheltenham
Background: Residential Brain Injury Rehabilitation
Joined RWW: October 2006
RWW role: Case Manager - Adults & Children

REHAB WITHOUT WALLS CASE MANAGEMENT ROLE

Providing case management input for people who have complex rehabilitation and care needs.

- Assessing need for case management, care, support and rehabilitation
- Risk assessment and development of risk management strategies
- Designing, developing and monitoring multi-disciplinary rehabilitation packages
- Recruiting, training and managing support workers
- Coordinating services from the statutory and independent sectors

CONDITIONS MANAGED

- ✓ Acquired brain injury
- ✓ Cerebral palsy
- ✓ Learning disability
- ✓ Spinal injury
- ✓ Complex orthopaedic injury

KEY SKILLS & EXPERIENCE

- ✓ High risk, forensic cases
- ✓ Securing statutory funding
- ✓ Working with residential units

In her time as a case manager for Rehab Without Walls, Gill has managed clients with a variety of complex needs. She has particular expertise in setting up and managing complex care packages, either through care agencies or by direct recruitment and is adept at dealing with difficult employment issues.

As well as working with clients in the community, Gill's background in residential brain injury rehabilitation has enabled her to work effectively with residential units, resolving issues and ensuring her clients are in the right environment, with the right support.

For example;

When a very independent client had a serious fall and could no longer manage living in his large home, Gill responded quickly and sensitively to manage a difficult transition, finding a safe and caring interim placement, where her client could have his privacy and the care he needed, while he considered where he wanted to live in the long term.

During this process, Gill embodied RWW's "**whatever it takes**" motto, becoming a home buyer and seller, interior designer, personal shopper, house clearer, liaison officer, carer, transporter, finder of painters, electricians, a handyman, equipment, therapists and getting a support team in place, prior to her client moving into his new home, where he is now happily settled.

"All this has been achieved through Gill's tireless work and dedication." – Financial Deputy, 2017

PREVIOUS EXPERIENCE

Prior to joining Rehab Without Walls in 2006, Gill oversaw the effective running of residential homes for clients with acquired brain injury, with an emphasis on creating and maintaining an open, positive and inclusive atmosphere for service users and staff. As well as being responsible for business planning and budget setting, Gill undertook detailed assessments of potential service users' needs and implemented individual support packages to maximise independence.

In previous roles, Gill worked with students with brain injury, supporting their ongoing rehabilitation, education and recreational and vocational activities. During her time at National Star College, she managed a new service providing rehabilitation and further education for people with acquired brain injury.

Gill has also worked with clients in the community, assessing their needs, helping them to develop memory strategies and independent living skills and making referrals to appropriate services in the community.

PROFESSIONAL QUALIFICATIONS

- NVQ Level 4 – Registered Manager 2006

CAREER HISTORY

- Voyage Care 2004 - 2006
Acquired Brain Injury Operations Manager
- Milbury Care Service / Voyage Care 2000 - 2004
Residential Home Manager
- National Star College 1999 - 2000
Centre for Acquired Brain Injury Rehabilitation & Education
Deputy Manager
- Head Injuries Trust for Scotland 1996 - 1999
Project Worker
- Queen Elizabeth Foundation Brain Injury Centre 1994 - 1996
Recreation Officer

OTHER ACTIVITIES

In her spare time, Gill enjoys walking her dog and surfing.
She is also a big rugby fan and a passionate supporter of the Scottish team.

CONTACT

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