

Based In: Witney
Background: Occupational Therapy
Joined RWW: March 2019
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
- ✓ Amputations
- ✓ Musculoskeletal injuries
- ✓ Dementia
- ✓ Functional neurological disorder
- ✓ Spinal injury
- ✓ Complex orthopaedic injury
- ✓ Stroke
- ✓ Burns and plastics
- ✓ Visual impairments

KEY SKILLS & EXPERIENCE

- ✓ Best Interest & Mental Capacity
- ✓ Managing pain and fatigue
- ✓ Housing adaptations
- ✓ Accessing statutory provisions
- ✓ Vocational rehabilitation

Since joining Rehab Without Walls, Pam has built on her experience working closely with clients and their families to ensure their needs, wishes and unique challenges are clearly understood and working alongside legal teams and multi-disciplinary professionals to meet them.

Pam works hard to create structured, reliable and compassionate support systems that enable her clients to regain their self-confidence and to be as independent as possible in their day to day lives. She has gained experience managing teams of directly employed support workers, recruiting and retaining staff, implementing training and dealing sensitively and effectively with difficult situations. She has also worked with agencies to introduce appropriate care packages.

Pam has worked proactively with statutory services, ensuring assessments are completed in a timely fashion and that her clients receive the funding and provisions to which they are entitled.

Pam says: "My proudest moment was introducing a therapy team for my client which enabled them to sit out and leave the room, having remained in bed for a number of years."

CONTACT

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PREVIOUS EXPERIENCE

In her role as an Occupational Therapist, Pam worked with clients with conditions including brain injury, spinal injury, amputations and a wide range of neurological, orthopaedic and musculo-skeletal problems. She has considerable experience working in the community, assessing needs, putting together treatment plans and coordinating services to support clients' individual goals and enable them to achieve and maintain their maximum potential.

In addition, Pam has worked extensively with individuals with chronic pain and functional neurological disorders, facilitating realistic goal setting and working collaboratively with her clients and their families and carers to assist them to maximise their abilities and return to work and social and leisure activities.

Pam's experience as a care expert has honed her communication and report-writing skills and given her an in-depth knowledge of the care system, both in the private and statutory sectors. It has also provided her with the opportunity to gain considerable skills within the litigation environment, in addition to developing an appreciation of the value of effective case management both for the client and the legal team.

PROFESSIONAL QUALIFICATIONS

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| • BSc (Hons) Occupational Therapy (Oxford Brookes University) | 2001 |
| • British Association of Hand Therapists (Level 1) | 2003 |
| • Best Interest Assessor | 2017 |

CAREER HISTORY

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| • Jacqueline Webb - Care Expert | 2012 onwards |
| • Oxford Brookes University - Associate Lecturer (School of Health Care) | 2017 onwards |
| • The OT Practice - Private Occupational Therapist | 2017 – 2019 |
| • Oxfordshire County Council, Adult Social Care
Senior Occupational Therapist | 2016 – 2018 |
| • Oxford University Hospitals NHS Trust – Nuffield Orthopaedic Centre
Senior Occupational Therapist – Outreach and Rheumatology | 2005 –2016 |
| • Oxford University Hospitals NHS Trust – Radcliffe Infirmary
Senior Occupational Therapist – Plastics | 2002 – 2005 |
| • Wexham Park Hospital - Occupational Therapist - Hand Therapy & Plastics | 2001 – 2002 |

PROFESSIONAL MEMBERSHIPS

- HCPC – Health & Care Professions Council
- RBAOT – Royal British Association of Occupational Therapists
- BABICM – British Association of Brain Injury and Complex Case Management



OTHER ACTIVITIES

Outside work, Pam volunteers at local nursing homes, visiting with her puppy as a form of therapeutic companionship and providing basic OT advice. She is also involved with the Cotswold Cart Horse Society.

Pam also enjoys photography and taking part in muddy obstacle runs and is a very keen amateur gardener with a love of succulents.