



**Based In:** Grantham  
**Background:** Social Work  
**Joined RWW:** May 2019  
**RWW role:** Case Manager – Adults

## 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
- ✓ Dementia
- ✓ Physical disability
- ✓ Parkinson's disease
- ✓ Stroke
- ✓ Learning disability
- ✓ Mental health conditions

## KEY SKILLS & EXPERIENCE

- ✓ Best Interest & Mental Capacity
- ✓ Managing challenging behaviour
- ✓ Advocacy
- ✓ Coordinating care and MDTs
- ✓ Deprivation of Liberty Safeguards
- ✓ Securing statutory provisions and funding
- ✓ Facilitating discharge
- ✓ Working with clients with complex needs

Since joining RWW, Sue has worked with a variety of different clients, which she has found extremely rewarding.

She is compassionate, but determined to deliver the best service for the client and will always advocate to achieve the best solution. She has supported clients to face and overcome physical, practical and emotional issues.

Sue sets realistic, effective and time specific goals and has extensive skills and experience in setting up of 24-hour care packages, working within multidisciplinary teams and challenging decisions where necessary for the individuals concerned. She is an excellent communicator.

She is confident and skilled in consulting and instructing the most appropriate therapists and other professionals to best support her clients. She has extensive experience of statutory services and has worked closely with both Social and Health care over the course of her career.

Sue has an empathetic and diplomatic but resolute approach and has worked successfully with clients and families with challenging behaviours and established good long-term working relationships with them. She takes a person-centred approach to all her work and promotes the enhancement of long term self-management wherever possible.

Sue respects and values the roles of all involved in both the legal and social process and ensuring that all work together for the good of the client.

***"Sue handled this difficult case with skill and sensitivity. I would welcome the chance to work with her again." - Financial Deputy, 2020***

## PREVIOUS EXPERIENCE

Over her career in social work, Sue gained extensive experience working with wide variety of vulnerable adults including those with dementia, stroke and post-stroke, learning disability, neurological conditions and acquired brain injury.

She has experience of working in both community and hospital settings including stroke wards and rehabilitation hospitals and played an active role in hospital discharge. This involved working collaboratively with other health and community professionals and advocating strongly for the needs of the individual, which helped her to develop excellent communication skills.

In her previous roles, Sue implemented and managed complex packages tailored to meet the person's individual needs and support them to maintain their independence in the community.

Sue managed a team of social workers and occupational therapists and mentored and supported staff to deliver a person-centred service. She also has experience of jointly assessing for CHC funding and has worked as a Best Interest Assessor under DOLS, where she successfully overturned decisions in order to support the client where appropriate.

## PROFESSIONAL QUALIFICATIONS

- Certificate of Qualification in Social Work (Chiltern College) 1977
- BA Social Work (University of the West of England) 2009
- BA Deprivation of Liberty Safeguards (University of the West of England) 2010

## CAREER HISTORY

- Somerset County Council, Adult Social Care 2017 – 2019  
Locality Lead/Senior Social Worker
- Somerset County Council, Adult Social Care 2010 – 2017  
Advanced Practitioner/Senior Social Worker and DOLS Best Interest Assessor
- Somerset County Council, Adult Social Care – Social Worker 2004 – 2010
- Slough Borough Council - Social Worker 2002 – 2004
- Parkinson's Society - Welfare Visitor 2001 – 2002
- Slough Borough Council - Social Worker (part time) 1985 – 1993
- Children's Society - Social Worker 1977 – 1980

## PROFESSIONAL MEMBERSHIPS

- Social Work England
- BABICM – British Association of Brain Injury and Complex Case Management 

## OTHER ACTIVITIES

In her spare time Sue enjoys a rural life, caring for her two rescue dogs, numerous cats and two horses. She helps fundraise for a local horse charity and previously ran an animal charity in Somerset. Sue also loves spending time with her family.

## CONTACT

27 Presley Way  
Crownhill  
Milton Keynes  
MK8 0ES

Tel: 01908 560041  
Email: [info@rehabwithoutwalls.co.uk](mailto:info@rehabwithoutwalls.co.uk)  
Website: [www.rehabwithoutwalls.co.uk](http://www.rehabwithoutwalls.co.uk)  
Twitter: @RWWCaseManagers