



Based In: Milton Keynes
Background: Occupational Therapy
Joined RWW: September 2018
RWW role: Case Manager - Adults & Children

REHAB WITHOUT WALLS CASE MANAGEMENT ROLE

Providing case management input for adults and children 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
- ✓ Spinal injury
- ✓ Dementia
- ✓ Respiratory
- ✓ Mental health conditions
- ✓ Complex orthopaedic injury
- ✓ Chronic fatigue
- ✓ Epilepsy

KEY SKILLS & EXPERIENCE

- ✓ High risk clients
- ✓ Pain management
- ✓ Supporting distressed families
- ✓ Assessing mental capacity
- ✓ Crisis management

In her time as a case manager for Rehab Without Walls, Claire has worked with clients with complex and busy cases, which have required her to draw on all of her experiences and be confident and decisive in her actions. She has worked with clients of all ages with a range of conditions, needs and situations and has a talent for building good, trusting relationships with her clients and their families. She has found that some are unaware of what is available to them while others know exactly what they need and adapts her approach accordingly.

Claire has introduced and managed appropriate packages of rehabilitation, whilst providing her clients and their families with support, advice and a listening ear, whenever required.

Claire is a 'can do' type of person and believes that everybody is entitled to their best life.

"I wanted to say how impressed I have been with the steps taken since your involvement. The issues with P are multi-faceted and this has, in the past, lead to a few false steps.

Your intervention has set P on a path that both myself and the client are confident about and already we are seeing a notable step change in her progression." - Solicitor, 2020

PREVIOUS EXPERIENCE

In her previous roles, Claire has worked with adolescents, adults and elderly people, both in inpatient and community settings. She developed skills in managing complex high-risk clients in the community and in assessing needs and setting up and managing care and rehabilitation packages. She has also conducted formal assessments of Mental Capacity.

Claire has extensive experience of working with a broad spectrum of mental health problems, from depression and anxiety to forensic mental health, dementia and psychosis, including emergency response to crisis situations and supporting distressed families. She has also worked with chronic fatigue and pain management and has experience of liaising with educational psychology and community paediatric services.

Claire has also lent her experience and expertise to healthcare recruitment agencies, vetting, interviewing and appraising other allied health professionals as part of the recruitment process.

PROFESSIONAL QUALIFICATIONS

- BSc(Hons) Occupational Therapy (Brunel University) 2000

CAREER HISTORY

- Hunter AHP Recruitment – Interview Appraiser 2019 onward
- Patient2People - Associate Director of Therapy and Pathway Innovation 2016 onward
- Bedford Hospital NHS Trust, Winter Pressure Beds 2017 – 2018
Band 6 Occupational Therapist
- Sugarman Recruitment - Band 7 Occupational Therapist 2017
- Corpore - Rehabilitation Case Manager 2017
- TSF Consultants - Mental Capacity Assessor 2016
- Cambridge Community Mental Health Team, Elderly service 2015
Care Coordinator
- Patients2 People - Self-Employed Occupational Therapy Manager 2014 – 2015
- Reed, Compliance Division – Appraiser 2010 - 2012
- Sugarman Group Recruitment – Agency Work 2001 – 2013
Occupational Therapy roles - Band 5 to Band 7

PROFESSIONAL MEMBERSHIPS

- HCPC – Health & Care Professions Council
- BAOT – British Association of Occupational Therapy
- BABICM – British Association of Brain Injury & Complex Case Management

OTHER ACTIVITIES

Claire is actively involved in her children's rugby and football clubs, volunteering for the weekly BBQs and fundraising events. She also plays netball for her local team.

CONTACT

27 Presley Way
Crownhill
Milton Keynes
MK8 0ES

Tel: 01908 560041
Email: info@rehabwithoutwalls.co.uk
Website: www.rehabwithoutwalls.co.uk
Twitter: @RWWCaseManagers