



**Based In:** Sandhurst  
**Background:** Speech & Language Therapy  
**Joined RWW:** September 2017  
**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
- ✓ Complex orthopaedic injury
- ✓ Stroke
- ✓ Parkinson's disease
- ✓ Cerebral palsy
- ✓ Spinal Injury
- ✓ Dementia
- ✓ Motor-neurone disease

## KEY SKILLS & EXPERIENCE

- ✓ Communication & swallowing difficulties
- ✓ Working with clients from other cultures
- ✓ Complex care management
- ✓ Working with family carers
- ✓ Special Educational Needs & EHCPs

Since joining Rehab Without Walls, Lucy has worked with both adults and children with brain injury, spinal injury and cerebral palsy. She has gained experience managing complex 24 hour care packages including both direct employment and use of care providers and is experienced in working with multidisciplinary teams and integrating therapies to ensure clients are achieving their goals.

Lucy has also been able to use her skills in communication to manage challenging family situations and work with clients with communication difficulties.

Lucy has been involved in making a successful appeal to the Special Educational Needs and Disability (SEND) tribunal regarding the school placement named on a child's Education and Healthcare Plan (EHCP), and challenging the social care provision on the EHCP. She has also supported clients to apply for statutory funding and benefits and to make appeals where required.

***“Lucy is an outstanding Case Manager. She is methodical and very organised and an excellent communicator. Lucy has set goals in complex areas of employment and education and has achieved results.” – Financial Deputy, 2019***

## PREVIOUS EXPERIENCE

Lucy worked briefly as a Speech and Language Therapy Assistant at Ealing Primary Care Trust before deciding to train as a Speech and Language Therapist. During a year out from her degree she worked as an Assistant Practitioner for Runnymede Adult Social Care Team completing assessments, setting up support plans and care packages, arranging residential care and dealing with safeguarding issues. She continued this role on a part-time basis while completing the final year of her speech and language therapy degree.

Lucy then worked as a community-based Speech and Language Therapist for Berkshire Healthcare NHS Foundation Trust, progressing quickly to a specialist role. She worked across three sites, managing a large caseload of patients with a variety of neurological difficulties such as brain injury, stroke, dementia, Parkinson's disease and motor neurone disease. She completed assessments, provided interventions for both swallowing and speech difficulties and provided training to families and care workers to enable them to support the treatment. She provided support and supervision to newly qualified and student speech and language therapists and worked alongside other therapists and members of the multidisciplinary team.

## PROFESSIONAL QUALIFICATIONS

- BSc (Hons) Speech and Language Therapy (University of East Anglia) 2014

## CAREER HISTORY

- Berkshire Healthcare NHS Foundation Trust  
Specialist Speech & Language Therapist 2014 – 2017
- Surrey County Council – Adult Social Care  
Assistant Practitioner 2013 – 2014
- Ealing Primary Care Trust  
Speech & Language Therapy Assistant 2010

## PROFESSIONAL MEMBERSHIPS

- HCPC – Health & Care Professions Council
- RCSLT – Royal College of Speech and Language Therapists
- BABICM – British Association of Brain Injury & Complex Case Management - Advanced Member



## OTHER ACTIVITIES

Lucy is Vice Chair and an active member of her local Ladies' Circle. Her hobbies include running, climbing, stand-up paddleboarding and any other outdoor activity she has the opportunity to try.

## CONTACT

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