

## **Olivia - Case Manager**

**Expertise:** Adult, brain injury, orthopaedic, Cerebral Palsy

**Expertise:** Acquired and traumatic brain injury, children with cerebral palsy, sensory and visual impairment and associated difficulties, complex family dynamics, trauma.

### **Case Manager (2019 – present)**

I am experienced in working with children following ABI and TBI, sensory impairment, Cerebral Palsy and birth injury and have high levels of competence when assessing and implementing an appropriate support network and rehabilitation plan for children and their families. My approach is very goal focused ensuring creative ways to meet clients' needs and progress rehabilitation to ensure meaningful, well monitored rehabilitation. with regular reviews of progression.

Working with a complex case load, I have experience of working with children, families and young people involved in gang crime as well as working with children and families affected by abuse and sexual exploitation, neglect, drug misuse, fabricated illness and mental health. I have experience working complex cases with clients who have multiple physical disabilities and challenges and profound and multiple learning disability. This experience has enhanced my ability to be sensitive, resilient and supportive in settings of conflict, trauma and instability with the main goal of improving outcomes and building positive relationships. I remain calm and focused during a crisis, successfully manage challenging situations and ensuring a solution focused approach to my work.

In addition to my professional skills and experience, I have personal experience with my son who has Cerebral Palsy and visual impairment. This drives my passion and commitment to this role and to my clients' individual needs. It also allows me to empathise with families and be creative in my approach to rehabilitation.

Examples of my case load include:

- A 10 year old female with a diagnosis of cerebral palsy, kyphosis scoliosis, development delay and a complex family situation with parental mental health and safeguarding concerns. I devised a plan that addressed all aspects of daily living and rehab needs. I formed part of a large MDT ensuring that the client's goals were client focused and achievable.

My client now has a well-established MDT and care package that meets her daily needs. She has been able to move into a property and I was able to help ensure the accommodation would meet her needs. She has developed her independence skills significantly and uses electronic devices to communicate her needs and wishes daily, allowing her to show so much more personality and make jokes which is something she loves to do. She operates an electric wheelchair, takes part in a lot of additional activities and goes on holidays regularly with care staff.

I have worked closely with social care to ensure safety for the client within her home, this has included having very difficult conversations with family and making safeguarding referrals whilst maintaining a positive relationship with them.

- A 14 year old male who was involved in a road traffic accident sustaining acquired brain injury and orthopaedic injuries. I completed an initial assessment and addressed daily living needs, including a comprehensive plan of client focused, achievable goals which were regularly monitored with goal planning meetings as part of a large MDT. As part of the MDT, we supported the client to apply for EHCP and gain access to appropriate further

education at college. We established clear goals and reviewed them regularly ensuring the client felt a sense of achievement.

Family dynamics were complex due to trauma and extensive parental mental health. This caused several barriers to rehabilitation which as an MDT we were able to successfully navigate around to ensure the client's needs were met and rehabilitation was as successful as possible.

The client has now reached adulthood and attends college and a part time apprenticeship program with occasional support from support staff. The client has been able to form and maintain relationships and is progressing to living independently with support.

**Qualification and Education • Mentor for Case Managers (2022 – present) • Masters in Practice Teaching (2017) • BSc Social Work (2010) • BTEC Health & Social Care (2007)**

#### **Professional Membership**

- Registered Member of the Health and Professions Council HCPC (Registration no. PH115219)
- BABICM – Practitioner membership
- Graduate Member of The British Psychological Society

#### **Most Recent Related Training**

- Understanding sensory processing and integration in children
- Understanding sensory processing and integration in teenagers and young adults
- Understanding sensory processing and integration in adults with learning disabilities
- Transform your practice with sensory integration: course for therapists

#### **Achievements**

- 2019 Co-Authored psychology publication – 'Catecholaminergic modulation of indices of cognitive flexibility: a pharmacological study'
- 2017 Awarded the Psychology Postgraduate Dissertation Prize in recognition of the highest dissertation project grade