

**Hayley BSc**

Clinical Case Manager

Expertise: Adult, brain injury, orthopaedic, Cerebral Palsy

Examples of some of my current case load include:

- Working with a male who has a severe brain injury, facial trauma and visual difficulties. I was instrumental in the research and instruction of a multidisciplinary team of therapists and support. Through collaborative working we are supporting the client to work towards his identified goal to engage in a period of neuro-rehabilitation within a specialist centre. In addition, areas of support with this gentleman have seen us work through times of significant crisis, re-homing, anger management, criminal proceedings, application of benefits and associated appeals. Mid-long term goals include, gradual reintegration into supported living and vocational opportunities.
- Working with a 53 year old male who sustained a severe brain injury and orthopaedic injuries. Coordinating a team of specialist therapists i.e. neurophysiotherapy, neuro-psychology and occupational therapy to monitor and optimise his levels of activity and goal to attend an assessment with Great Britain Para-Cycling. Additional areas of support to this gentleman have been around demystifying the litigation process, providing support and representation at a benefits tribunal (following several previous unsuccessful appeals he received a successful backdated award).
- Working with a 24 year old female who as a result of a brain injury lacks insight and awareness. This young lady is high functioning on many levels but exhibits more subtle cognitive difficulties. By establishing a therapeutic relationship with the client built on trust, we explored her acceptance of therapies and support whilst increasing her sense of having control over her life. Therapies and support are now established and the client has achieved successful outcomes in vocational activities and has returned to driving.
- Working with a 23 year old male with Cerebral Palsy. Maintaining an overview of the therapy programme enabled me to recognise that a change of therapist would be in the client's best interests to ensure that therapy and other interventions are appropriately meeting his

changing needs. Offering the support, reassurance and allowing the client to express any anxieties he has

now fully accepted and engaged with his new therapist and making great gains. My role requires ongoing coordination and monitoring of the therapy team and commencement of an independent living trial remains a short term goal.

### **Qualification and Education**

- Mentor for Case Managers (2022 – present)
- Masters in Practice Teaching (2017)
- BSc Social Work (2010)
- BTEC Health & Social Care (2007)

### **Qualifications**

- 2019 Certificate in Neuro Linguistic Programming
- 2018 Diploma in Cognitive Behavioural Therapy
- 2017 Master of Science in Psychology
- 2013 NOCN 'Supporting an individual with an acquired brain injury' •  
2011 Bachelor of Science (Hons) Physiotherapy

### **Related training & Certificates**

- 2021 Certified Master Class Course in 'Neuropsychological Assessment and Treatment for People with Non-Progressive Brain Injury'
- 2021 Certified Online Training – 'Beyond Locked Doors: Managing Complexity in the community'
- 2021 Chronic Pain, Diagnosis and Management
- 2021 Elective Amputation
- 2021 Spinal Cord Injury – A Spring Refresher
- 2021 The Long Term Impact of Remote Therapy
- 2020 Neuropsychological Testing in the Covid Age: the case for teleneuropsychology
- 2020 Bridging the Gap Between the Limb Centre and the Community Breaking Down Barriers to Participation
- 2020 Ripples of Road Traffic Collisions
- 2020 Living with a Traumatic Brain Injury – Behaviour Ripples Affecting Rehabilitation

- 2019 BABICM Conference
- 2017 'Court in the Middle' conference
- Neuro-rehabilitation courses and conferences
- Mandatory training

**Recent Achievements**

I have recently successfully mentored and supported new case managers in their role ensuring evidence-based practice with key competencies.