Rehabilitation Case Management Services

RehabWorks Associate Case Managers

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RehabWorks Ltd. Registered in England and Wales with number 05002629.

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RehabWorks Overview:

RehabWorks is an independent medical organisation with more than 15 years of experience in helping people regain their ability and confidence to function normally following an accident or injury. We provide a nationwide service and have a network of RehabWorks centres around the country. Our multidisciplinary staff consists of Physiotherapists, Occupational Therapist, Psychologists, Nurses, Vocational Consultants and Rehabilitation Specialists, which means that we have the expertise to understand all the health issues a patient may face. This approach delivers cost-effective outcomes by reducing recovery time of the injury.

We have been the Winner of the Rehabilitation First Awards, Rehabilitation Initiative of the Year for Rehabilitation Provider, in both 2011 and 2013 and also highly commended in 2012.

RehabWorks assisted over 30,000 people with their recovery last year and look to surpass that figure this year. To those people we have provided individually tailored, needs-focused rehabilitation through a diverse range of services including but not limited to: Physiotherapy treatment, psychological treatment, Functional Restoration Programmes, Functional Capacity Evaluations, Case Management and Vocational Rehabilitation.

Our Case Managers:

To ensure that RehabWorks provide a high level of service to our clients we have case managers from a variety of professional skill sets including: Occupational Therapists, Physiotherapists, Nurses, Vocational Consultants and Occupational Psychologists.

Each Case Manager or Vocational Rehabilitation Consultant has a specialised area of experience including: orthopaedics, mental health, vocational rehabilitation, spinal injury etc.

We actively promote continuous professional development and all our teams members are assisted and guided with regular performance audit and feedback from senior case management staff.

Although RehabWorks specialism lies in the rehabilitation of minor to major injuries we have associate clinicians which have experience in the management of complex and catastrophic injury including acquired brain injuries.

All our case managers are assisted by our administrative team which ensures that efficiency and focus remains of the clinical, vocational and/or case management components of the case.

The structure of our Executive and Senior Management Teams provide guidance and support to the entire team of clinicians and administrative support staff.
Chris Bartlett  
BSc (Hons), GSR, MSc, MVRA  
RehabWorks Case Management Services Lead.

Graduate Sports Rehabilitator, Musculoskeletal Rehabilitation Specialist and Rehabilitation Case Manager.

Specialist Areas: Case Management, Vocational Rehabilitation, Chronic Low Back Pain, Complex Fracture, shoulder rehabilitation and Fibromyalgia.

After undertaking a Bachelor's Degree in Sports Rehabilitation and Injury Prevention at Middlesex University and working for a number of high profile professional sports clubs, in both UK and Australia, Chris made the transition into case management and vocational rehabilitation, working for a private independent case management company (Medicess) based in Hampshire, in 2007.

He remained as a Rehabilitation Case Manager and Vocational Rehabilitation Specialist until he progressed into the position of Musculoskeletal Rehabilitation Manager, in 2012.

After several years in case management, vocational rehabilitation and service lead positions he won the Rehabilitation First’s Awards, Young Achiever of the Year Award, in 2012, for his progressive work in the industry. He is also a finalist for the upcoming Vocational Rehabilitation Association’s, Vocational Rehabilitation Practitioner of the Year for 2014.

Following a brief period of Associate Case Manager and Vocational Rehabilitation work for various companies including Overland Health; he commenced employment with RehabWorks Ltd in September 2013, as Case Management Services Lead.

Over the past three years, Chris has provided academic guidance in the area of case management and vocational rehabilitation to a number of individuals, institutions, companies and associations including: Middlesex University, Oxford Brookes University, Nottingham School of Massage and the British Association of Sports Rehabilitators and Trainers (BASRaT). Due to his passion and drive to positively influence the industry of case management and vocational rehabilitation, he is also a Trustee for the Vocational Rehabilitation Association and a communications committee member for the Case Management Society of United Kingdom (CMSUK) and is constantly striving to further develop the industry of vocational rehabilitation and case management within the UK, pulling on his experience gained from both the UK and Australia.

Chris is also collaborating with Oxford Brookes University to publish two articles: The first is on the "Pathophysiology of Fibromyalgia" and the second on “Rotator cuff pathologies”, both articles are related to the effects of the conditions in relation to vocational rehabilitation delivery and return to work. Chris’ exposure to clinical research in the area of chronic low back pain has also enabled him to develop a vast specialist knowledge and expertise and he provides advice to numerous parties on the rehabilitation for Chronic Low Back pain patients. In 2012, Chris achieved a distinction in his master’s degree in musculoskeletal rehabilitation at Oxford Brookes University, achieving distinctions in eight of nine units. All submissions had a focus on musculoskeletal rehabilitation in the area of case management and vocational rehabilitation and his Master’s Thesis on “Updated factors that inform the decision to use multidisciplinary rehabilitation in the intervention and return to work of patients with chronic lower back pain”, received high commendation from his tutors and the University.

Chris has created, monitored and developed many extensive and complex clinical and vocational rehabilitation plans for various patients for approximately 10 years. He has expertise in the rehabilitation and return to work of patients with specific conditions including: chronic lower back injuries, rotator cuff pathologies and the rehabilitation of patients with Fibromyalgia. Chris’ statistics remained near constant over the 36-months prior to his appointment at RehabWorks, achieving an excellent return to work, education or training rate of over 88% on his cases. The remaining 12% primarily consisted of patients where return to work was not an initial objective i.e. retired persons.
Veronica has 14 years’ experience working with individuals with physical / psychological conditions and complex needs. She started work within a Social Services team providing comprehensive assessments for major adaptations, and provision of specialised equipment. She later progressed into a Pain service to deliver and develop the functional component which enables patients to manage their pain and functional abilities within the home and work environments. As part of the pain team she helped develop an acute back programme to encourage good posture, exercise and the understanding of prevention of chronicity, this included links with the local community for voluntary work before progressing back into paid employment.

As an independent therapist, she has experience carrying out complex biopsychosocial assessments with a variety of organisations, providing interventions and writing reports for individuals who have experienced an accident, injury or illness at work. She has specialised skills in functional capacity evaluations and work-site assessments for injured workers to establish, if when and how they can return to work.

For the past 10 years Veronica has been delivering lectures and designing modules on the undergraduate and postgraduate Occupational Therapy courses at the University of Northampton, managing modules on understanding the importance of occupation, promoting health and well-being and a specific focus on teaching and developing a broader understanding of vocational rehabilitation.

As an Occupational Therapist she believes that ‘occupation’ including work has a major effect on an individual’s Health and Well-being. She believes that work enables an individual to be part of the community, to regain their identity, provide for their families and enjoy leisure pursuits which may have previously been excluded to them.

Veronica has been on the Rehab Works Associate Case Manager and Vocational Consultant Network since April 2014.
Debbie Chadwick  
*DipCOT, OTR, HCPC*  
RehabWorks Associate Rehabilitation Case Manager and Vocational Rehabilitation Consultant

Specialist Areas: Vocational Rehabilitation

Debbie has twenty five years experience of hands-on assessment and clinical treatment for clients of all ages, with a full range of physical conditions within an Occupational Therapy setting. She has several years experience as an independent OT and case manager including personal injury litigation, return-to-work rehabilitation and HR / occupational health advice.

She has a wealth of experience providing assessments and advice on matters involving personal injury, disability, mobility assessment, vocational rehabilitation and workplace health promotion. Assessment, rehabilitation and case management of clients with a wide variety of conditions including orthopaedic trauma, amputation, post-surgical management, burns, upper limb and hand injuries, work related stress, and psychological adjustment following injury.

Clinical skills/experience:

- Assessment of individuals for preparation of rehabilitation and immediate needs reports, including instructing treating practitioners, equipment provision, home adaptations, mobility needs and workplace adjustment.

- Client conditions have included multiple orthopaedic injury, neurological conditions, amputations, upper limb injury, medical and post-surgical rehabilitation, head injuries and psychological trauma following work-related accidents and road traffic accidents.

Debbie has experience in working in a variety of work settings including industrial, commercial and office worksites both in rural and urban areas.

Registrations and memberships:

- CMSUK – Full member
- British Association of Occupational Therapists – full professional member
- Registered with Health and Care Professions Council
- Registered with ICO

Debbie has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since April 2014.
Kathryn graduated in Occupational Therapy from the DeMontfort University, Leicester, in 1995. Since qualifying she has been employed in various positions and notably as Head O.T for two separate services. The first in an Elderly Mental Health setting for approximately 4 months and secondly in a team of ten staff in a community hospital, for a period of 6 months.

During her posts she has gained significant experience using numerous standardised assessments for falls and functional performance, using: Amps, FIM, COTNAB, COPM, Rivermead, Dementia Care Mapping, PALs and appropriate outcome measures.

Recently Kathryn has made the transition into private practice where she has undertaken Functional Capacity Assessments, assessment and treatment programmes for Case Management Companies. In addition to this work she has undertaken medico legal reporting for Wilkins Chapman Solicitors.

Since 2010, Kathryn has also undertaken assessments and reports for Bush & Company. She has managed a range of injuries including: a gentleman who had sustained a head injury and trauma to his right leg in a car accident which required advice on adaptations and equipment in his home, an individual who had Cerebral Palsy and they were assessed for equipment needs and ongoing treatment when required and a lady who had learning difficulties, in addition to being registered blind, who had been involved in a road traffic accident where she sustained multiple injuries/fractures.

Kathryn has also undertaken referrals from private individuals, requiring assessments for equipment and rehabilitation. She has experience treating brain injured patients, individuals with neurological impairment and individuals with multiple injuries as a result of road traffic accidents, in a private capacity.

Kathryn has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Helen Downes  
*Dip COT SROT HCPC Reg*  
RehabWorks  
Associate Case Manager and Vocational Rehabilitation Consultant  
Specialist Areas: Vocational Rehabilitation

Helen is an HCPC Registered Occupational Therapist with experience working in the statutory and private sector, working with all age groups with a wide range of physical and psychological disabilities. She is highly skilled in complex case management, incorporating a holistic approach to lifestyle and employment solutions, whilst always being Professional and concise, with high professional standards.

Helen has 13 years working in the statutory sector, undertaking holistic assessments of children, adolescents, adults and the elderly. She has assisted in a variety of complex physical and psychological problems, ranging from traumatic brain injury, long term chronic conditions and musculoskeletal disorders. Her approach uses the promotion of independence with activities of daily living, personal care, employment and leisure.

She is able to provide advice on equipment and adaptation provision and has worked in partnership with architects and surveyors on designing major schemes for the disabled.

She is a lead professional in risk assessment, moving and handling.

For seventeen years Helen has been in independent practice carrying out contract work with local authorities, charities, case management, medico legal work and independent instructions from insurance companies’, solicitors and private individuals. Contracts range from immediate need assessment, complex case management-catastrophic cases, brain injury-children and adults-, provision of equipment and adaptations, advising on moving and handling issues and vocational rehabilitation programmes. Cases include muscular-skeletal disorders, traumatic brain injury, amputees, pain management and spinal injuries.

Private Practice. Since practicing as a private clinician she has been instructed as a Case Manager/O.T. on claimants with severe brain injury covering all age groups. These cases have involved implementation of treatment programmes, buddy working, instruction of other professionals, setting up of care packages and implementation of vocational rehabilitation programmes. She is regularly instructed to carry out Immediate Needs Assessment and Vocational Rehabilitation Programmes for major insurance companies, employers and solicitors and contracts for Social Service Departments. Individual assessments for clients are also undertaken as requested. Since 2010, she has been involved in writing Medico Legal reports.

She has have been instructed or worked with the following companies:

- Head Injury First
- Rehab Without Walls
- Kynexia
- Careplan
- NFU Mutual
- Norwich Union
- Direct Line
- Admiral

Helen has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.

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Lynne Drumm
*DipCOT*

RehabWorks Associate Case Manager and Vocational Consultant

Occupational Therapist

Specialist Areas: Case Management, Acquired Brain Injury, Vocational Rehabilitation

Lynne is an Independent Occupational Therapist and Case Manager with over twenty years experience across the statutory and independent sector and over ten years experience working as an Independent Practitioner. Lynne specialises in working with people who have a physical disability in community settings. She has extensive experience in working with both adults and children who have experienced major trauma resulting in acquired brain injury, complex orthopaedic injuries and amputations. Case management experience has focussed on rehabilitation for people who have sustained personal injuries and with the majority of her case load now pertaining to catastrophic injuries. She has considerable experience of the insurance and medico legal sector and this has included the provision of reports for the court as an expert in care and rehabilitation.

**Clinical skills/experience:**
Assessments of multiple need prior to providing and implementing rehabilitation programmes for adults and children who have physical disabilities, acquired brain injuries, complex musculoskeletal injuries, amputations, learning disabilities, dementia, deteriorating neurological conditions and palliative care needs. Also experienced with people with mental health difficulties or experiencing psychological reaction to injury.

- Working with the individual, their families / carers and liaison with all members of the treatment team to facilitate the development of effective and timely interventions which achieve positive outcomes for the individual promoting their personal independence.
- Detailed knowledge of statutory providers and their responsibilities.
- Experience of working with a large number of referrers including insurers, solicitors, employers, other case management companies, charities and public sector providers.
- Management of a large multi disciplinary team within the local authority including the chairing and co-ordinating of case conferences including adult protection meetings.
- Development of case management and occupational therapy policies and procedures for local authorities in preparation for inspections.
- Continued supervision of Occupational Therapist’s in the independent sector.
- Experience as a clinical educator for occupational therapy students whilst working in an employed capacity.
- Presentation of manual handling training.

**Membership Details:**
- The Health Care Professions Council (HCPC)
- The British Association of Occupational Therapists (BAOT)
- The Case Management Society UK (CMSUK)
- College of Occupational Therapists Specialist Section – Independent Practice

Lynne has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Gabrielle Fairgrieve  
*BSc (Hons)*  
RehabWorks Associate Case Manager and Vocational Rehabilitation Consultant

Occupational Therapist with certificate in Disability Management (CDMP)  
Post Graduate Diploma in Advancing Practice from University of Birmingham  

Specialist Areas: Vocational Rehabilitation, CDMP, Burns Experience.

Gabrielle is an Occupational Therapist with additional certification in Disability Management.

After graduating in 1999 with a BSc (Hons) in Occupational Therapy from Coventry University Gabrielle has since amassed over 14 years experience in a extensive range of disabilities including complex injuries where she has used assessment, problem solving and clinical skills in treating the complete patient journey from critical care to rehabilitation, reconstructive procedures and reintegration into work and society.

Working at a Clinical Specialist level which requires a high level of clinical reasoning, She has an excellent understanding of how a patient's conditions impact on everyday life and function. For almost 10 years, Gabrielle worked as a Clinical Specialist Occupational Therapist for the University Hospital Birmingham working in a highly pressured trauma environment, treating patients from admission to intensive care, rehabilitation, complex discharge planning and re-integration into society and community.

She has also worked with a complex case load of multiple traumas (including military personnel), in addition to a role for approximately 3 years working as an Allied Health Professions Therapist within the Midlands Burn Care Network. She also led on forming a rehabilitation pathway across the Midlands for patients with Burns.

She has an excellent understanding of return to work provision including reasonable adjustments and redeployment into a safe and sustainable return to work. She has experience undertaking vocational assessments and transferable skills analysis to identify alternative training and re-employment options.

Gabrielle, has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since March 2014.
Alexandra Freeman  
*RGN, DPSN*  
RehabWorks Associate Rehabilitation Case Manager and Vocational Rehabilitation Consultant  
Specialist Areas: Vocational Rehabilitation

Alexandra is an accomplished Associate Vocational Rehabilitation Case Manager who has 20 years of experience working within the Income Protection industry in both Rehabilitation and Medical Advisory roles.

Through application of the Bio-psychosocial model and using her extensive knowledge of Disability Medicine, Alex is able to work collaboratively with an employee, an employer and insurers to plan, implement and support return to work programmes.

Alex has extensive experience supporting people following both short and extended periods of absence from work. She has developed and implemented a successful Early Intervention Programme for an insurer and has had great success working with individuals at each stage of an Income Protection claims process.

Alex is a highly focussed and professional individual who takes time to get to know her clients. She prides herself in delivering an very high level of service and has received excellent customer feedback in relation to her communications, case management and also report writing. She understands the many factors that can affect duration of absence and return to work prognosis and through delivery of a bespoke service aims to ensure that these are understood and addressed.

Some Key Achievements:

- Presented an overview of best practice initiatives when supporting the management of stressed employees at the ISMA Conference, London in July 2009. The key note speaker at this event was Dame Carol Black
- Represented Canada Life at the Great West Life Sales Conference in Winnipeg, Canada in June 2010 and used the opportunity to network with their experts in Disability Management. Following this implemented the rehabilitation ‘story board’ to Canada Life enabling a provision of a consistent approach to rehabilitation but ensuring bespoke initiatives could be applied
- Heading a market leading team of medical professionals passionate about supporting successful return to work programmes and who consistently exceeded targets on recovery and return to work.
- Alexandra has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Clare is a Certified Disability Management Professional with a solid background as a Vocational Rehabilitation practitioner and senior manager. She is an accredited test administrator and analysis of aptitude, skill and ability. Over the last 17 years (3 years spent working within the public sector and 14 years within the insurance market) Clare has developed advanced skills in reporting and compilation of return to work programmes for people with a broad range of disabilities, including physical and psychological health conditions.

Key Skills and Achievements:

- Experience in setting up and managing successful new ventures in the field of Vocational Rehabilitation.
- A dynamic background working within the personal injury, life, health and protection insurance market, as well as experience in the public services sector.
- Clare was VRA Trustee and Membership Task Group Chair for 6 years.
- Managed, resourced and led a return to work project for an international blue chip company, in conjunction with their group income protection health insurer and achieved 86% return to work rate for employees on long term incapacity benefit.

Experience in job retention, enabling employees with physical and psychological health conditions to remain in work, through employer negotiations, job role modification and development of graduated return to work programmes.

Clare has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since August 2014.
Katya Halsall  
*C.D.M.P.*  
RehabWorks Associate Vocational Rehabilitation Consultant

Certified Disability Management Practitioner. Diploma in Counselling Skills.

Specialist Areas: Vocational Rehabilitation and counselling, Transferable Skills Analysis, Job Demands Analysis, Labour Market Analysis, Career Coaching and ergonomic assessments (DSE and Manual Handling Risk assessment)

Katya is a Certified Disability Management Practitioner (CDMP) and not a medical practitioner by background, which enables her to concentrate on the clients’ ABILITIES, rather than their DISABILITIES. This subtle difference has resulted in proven success at achieving high return to work results.

Within her work she undertakes a positive, solution-oriented approach, rather than one focused around “the problem”. As with all RehabWorks services Katya adopts the bio-psycho-social model where all internal and external factors are taken into account to build on the individual’s abilities and strengths. This approach has enabled her to help hundreds of people back to work over 10 years of experience as a Vocational Rehabilitation Consultant.

In 2004, Katya commenced work in the field of vocational rehabilitation and case management for AIG Medical and Rehabilitation Limited as a Vocational Rehabilitation Consultant. A role in which she assisted the claims management department with advice regarding loss mitigation options from a vocational rehabilitation prospective. She is skilled in conducting Job Demands Analysis and identifying suitable alternative employment options for those individuals who are unable to return to their original role as a result of an injury or accident.

She remained in the role until 2007, at which point she progressed into a Vocational Rehabilitation Consultant role for UNUM.

Katya undertook the NIDMAR training to become a certified disability management practitioner in 2007.

Whilst at Unum, she developed a wealth of knowledge performing detailed vocational assessments and case management plans, in addition to providing clients with a range of return to work advice and interventions, including preparing tailored return to work plans with clear timescales and goal set objectives. She is able to implement transferable skills assessments and is experienced in working with individuals who has suffered from mental and physical illnesses. She remained in the role until starting her own private vocational rehabilitation company in 2013.

It would appear that 2013 was the year for reward for Katya, as she won the ‘On the Spot’ award for quality of work for UNUM as well as achieving the "Quarterly Collaboration Excellence Award" for a mindfulness project. In 2013, she also completed a Coaching Academy qualification to become a qualified NLP practitioner and Personal Performance Life Coach. She has devised a bespoke Career Coaching Program, designed to help with career transitions. Katya is also qualified to carry on DSE assessments in the workplace.

Katya is a professional member of the Vocational Rehabilitation Association and an accredited Life Coach. She is also a member of the National Counselling Society and a professional member of the UK Rehabilitation Council.

Katya has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since January 2014.
Susie Howsam
OTR, Dip.COT, MBAOT, ITEC

RehabWorks Associate Rehabilitation Case Manager and Vocational Consultant

Occupational Therapist

Specialist Areas: Occupational Therapy Assessment and Treatment Programmes: Functional Assessment; Conditions Management; Rehabilitation; Case Management; Vocational Rehabilitation; Expert Witness and Medico Legal Reports.

Susie qualified in Occupational Therapy from York St. John’s University. Since then she has had a career of over 25 years as a practicing Occupational Therapist.

Susie has worked extensively in both physical medicine and mental health. She has worked in both public and private health care and in the corporate and voluntary sectors within the UK and Ireland, the USA and Europe.

Susie has experience of working 1:1 with individuals and facilitating group therapy sessions. She is a well-respected service initiator with acknowledged team leadership and mentoring skills.

Susie has over 8 years experience in undertaking complex medico/legal assessments and expert witness reports, including acquired brain injury, cerebral palsy, neurological disorders, catastrophic injury, vascular medicine, upper limb trauma and sensory loss.

As a senior clinician working within the NHS, she has experience working across the acute inpatient and outpatient sectors and within community rehabilitation.

Susie uses a cognitive behavioural therapy (CBT) approach to her assessment and treatment interventions. She is focused on assisting the individual effect change and achieve their optimum treatment goals, adjust to life with disability and overcome physical and psycho-social health problems, where possible.

Her clinical experience includes the following conditions and interventions:

- Acquired Brain Injury
- Cerebral Palsy
- Catastrophic Injury
- Cognitive Assessment and Retraining
- Cognitive Behavioural Coaching (CBT Informed Approach)
- Conditions Management
- Psychological Aspects of Physical disorders
- Depression Management
- Erb’s Palsy
- Environment Risk assessment and Adaptation
- General Physical/Functional Assessment and Rehabilitation
- Medical-Legal Assessment and Report-Writing and Expert Witness to the Courts
- Mental Health
- Neurological Assessment and Treatment
- Seating and Positioning – Assessment and Prescription
- Stress and Anxiety Management Treatment Programmes
- Sensory Impairment
- Upper Limb Assessment and Rehabilitation
- Vascular Medicine Assessment and Rehabilitation (amputees)
- Vocational Rehabilitation/Conditions Management

Susie has current registration with the Health and Care Professions Council (HCPC) and is validated with the Department of Health and Children in the Republic of Ireland. She is a member of the British Association of Occupational Therapists (BAOT) and has been on the ‘RehabWorks’ Associate Case Manager and Vocational Consultant Network since January 2014.
David is a senior Vocational Rehabilitation Consultant who provides national and European consultancy in vocational rehabilitation and the employment of disabled persons. He has over 30 years of experience working with disabled or injured persons with sustaining employment or re-deployment.

He is a Fellow of the Institute of Employability Professionals and Professional member and former Trustee of the Vocational rehabilitation Association, UK.

David is active in developing employment programmes and related skill-training in Denmark, Italy, Poland, Slovenia, Austria, Turkey, Spain, Czech Republic, Hungary, Lithuania and UK. He has most notably been the Lead Trainer and project leader for Estonian Unemployment Insurance Board (Jobcentre), providing the Staff Training Development Programme 2013, and precursor programmes in 2009, 2010 and 2011.

David is the main contributor to the ‘Soft Skills Toolkit’ for employment (UK, Hungary, Austria, Cyprus, Italy, Denmark, Poland). He was also the author of ‘Good Practice in ESF & EQUAL Employment Programmes for Disabled People’ 2007 for UK Department for Work and Pensions

He is co-author, tutor and assessor for the European Disability Employment Practitioner Certificate at BTEC level 4 and UK lead for the Certification of Tutors and Mentors ISO 17024 award.

David is also competent in French.

David’s experience includes:

- Job retention and return to work assessments and action plans, with follow up vocational case management for insured clients.
- Project developer and training content developer for 3 LdV ToI projects TRAVORS, TRAVORS2 and DESEPA. UK team lead in CertiMenTu, SoS projects.
- Task group leader for job-retention training and rehabilitation services for an all-Wales partnership of health and rehabilitation services 2006/7 (EU EQUAL Programme).
- Research Team Leader and author of ‘Mapping Effective Responses to Job Retention’ August 2007: research into the effectiveness of job retention interventions in employment and mental health (published by NEHIN and Rehab Window November 2007).
- Provision of training in disability employment case management to the Estonian Ministry of Social Affairs 2005-2008 with recommendations on the development of Disability Employment services and associated welfare system, and development of courses in case management, for the EU Phare Programme.
- Consultancy on provision of Disability Access Audits for a major UK Disability NGO, and on insurance-related rehabilitation skills and provision for commercial customers.

David has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Angie completed her Diploma in Professional Nursing Studies in 1993, before working in various nursing positions, including a Junior Sister position for TakeCare PLC working with the frail elderly and dementia unit.

For approximately 10 years she worked in various care settings and immediate care roles, before pursuing a Senior Vocational Rehabilitation Consultancy role for CBT services in 2006. During which she was responsible for the assessment and co-ordination of vocational rehabilitation services for clients with mental health difficulties.

In 2007, Angie became a Senior Independent Clinical and Vocational Case Manager specialising in mental health, ABI and catastrophic Injury. Her roles have required assessment and co-ordination of community based rehabilitation services for clients and their families. She has been responsible for the development of vocational and occupational rehabilitation services for Bush & Company whilst in her position as Head of Vocational Rehabilitation Services. During this time she managed a team of 20 clinical / vocational case managers who were geographically dispersed throughout the UK.

She has a wealth of experience in developing services that involve opportunities in the fields of rehabilitation, advocacy, employment, vocational, educational and care support and occupational health services.

Angie has been involved in the development of service specific policies and procedures, the recruitment of staff, financial planning and budgetary control, including forecasted financial growth of vocational services, training and development needs of staff, co-ordination of marketing, advertising and developing brand awareness and increasing the profile for the new service. She has also developed a person centred assessment and reporting framework to be used for all clients of a new service provision.

She has vast knowledge in the design and implementation of clinical governance pathways to support vocational and occupational rehabilitation processes for companies who wish to develop the vocational services using clinicians and allied health professionals.

She is also currently studying towards her CDMP qualification and is a professional member of BABICM, VRA and the RCN.

Angie has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Robert Jackson

**MVRA**

RehabWorks Associate Vocational Rehabilitation Consultant

Specialist Areas: Vocational Rehabilitation, Case Management & Transferable Skills Analysis

Robert has been a Vocational Rehabilitation Consultant, Expert Witness and Case Manager, for over 25 years.

He has extensive experience of assisting people with health concerns, return to their pre-injury employment, or when not possible to identify alternative occupations and to facilitate their return to paid work.

Robert is a very proficient report writer and has excellent communication skills, which has led to him writing many expert witness reports for the courts.

Since 1994, Robert has worked in the capacity of a self employed Vocational Rehabilitation Consultant which involved the following:

- Interview persons with health problems and provide vocational guidance to those who are forced to seek a new occupation.
- Advise on sources of local job search support, vocational rehabilitation and re-training opportunities.
- Research labour markets and regional employment trends.
- Prepare expert vocational reports for the Courts. Work closely with Solicitors, insurance companies, attend case conferences with Barristers as necessary and give evidence as an expert witness at High Court.
- Vocational case management – Working with patients, employers, insurance companies and clinicians to facilitate the patient’s return to paid employment.
- Undertaken vocational assessments and prepare reports for all parties. Prepare case management Action Plans with timescales and report progress on a regular basis towards employment.

Robert is a professional member of the Vocational Rehabilitation Association, and former corporate member of the Expert Witness Institute and has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Piri Jackson
RCN
RehabWorks Associate Vocational Rehabilitation Consultant.

Specialist Areas: Mental Health Case Management

Piri qualified as a Nurse in 1991 and although took a short break from nursing, into the area of retail between 1999-2003, she has an extensive work history of over 20 years, undertaking duties in various areas of mental health, community mental health, nursing, vocational rehabilitation and case management, in both private and NHS settings.

Her progression into the insurance and litigation sector commenced within a role with the Health Claims Bureau, in 2002, during which she visited and assessed those in receipt of, or claiming private income protection insurance benefit. The role involved undertaking in-depth assessments at client’s home, assessing skills that could be used in work and providing a professional opinion to whether the individual met the definition of disability, as defined by the Insurer. This role required further follow up case management responsibilities as required.

From 2010 until late 2012, she gained experience working as a Medical Insurance Nurse. A role involving undertaking health screenings at applicant’s homes as part of an insurer’s underwriting process. The subsequent assessment report included; full assessment of a person’s injuries or illness and provide the insurers with recommendations in respect to further rehabilitation requirements, including alternative treatment plans and further examination or investigation.

Her experience also includes telephonic assessment for those on PHI schemes and undertaking in depth review and reports for those who have been out of work due to long term injury or illness.

Later work within the role involved visiting employers to assist in planning return to work and to address any work related issues. She is able to mediate the work between the employers and the employee to facilitate a safe and sustainable return to work.

In 2012, she became a Health Claims Consultant for the Health Claims Bureau, a role which required undertaking home visits and a form of varied assessments, to identify cases suitable for case management and rehabilitation.

Since 2013, she has focused on developing her skills within case management and vocational rehabilitation working with Complete Care Plus and Remploy to deliver catastrophic injury case management and vocational rehabilitation respectively.

Within her role at Remploy she has delivered the Mental Health Support Service for Access to Work, offering work based tailored support for clients with mental health needs.

Piri, has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Nicola Jolly

BSc (Hons), MSc, CDMP, PVRA

RehabWorks Associate Vocational Rehabilitation Consultant

Specialist Areas: Vocational Rehabilitation

Nicola is an Organisational Psychologist, with 17 years experience in case management, working with people with disabilities, specialising in Employability Reports for litigation purposes, vocational assessment and vocational rehabilitation for individuals who have sustained personal injury, with particular interest and experience in brain injury.

Experience:

- Preparation of Employability Reports (single and joint instructions) detailing future earnings potential;
- Participation in case conferences at chambers;
- Preparation of joint statements (Part 35 section 9 Civil Procedures) through joint expert discussions;
- Vocational assessments of skills and abilities, and on-going work performance assessments of brain-injured individuals, and people with other musculo-skeletal disabilities;
- Detailed job analysis, job matching, employer disability and brain injury awareness training and job coaching;
- Establishment and management of successful work placements and open labour market employment in a wide variety of industrial settings;
- Ensuring job retention in personal injury cases using job analysis, job re-design, and modifications of the work environment and/or work tasks;
- Formulation of return to work plans with individuals, including job search, CV preparation and interview skills to achieve alternative employment;
- Liaising extensively with employers, insurers, Disability Employment Advisers, Occupational Health providers, colleges and training agencies to ensure that the overall rehabilitation process is effectively co-ordinated.
- Facilitation and presentation of workshops for employers, HR and Line Managers in Sickness Absence Management, Stress Awareness, Cancer in the Workplace etc.
- Liaising with all stakeholders in line with the Code of Best Practice in Rehabilitation

Professional Qualifications

- Certified Disability Management Professional – NIDMAR - 2009
- Bond Solon trained in courtroom skills and report writing for court purposes - 2001
- Certificate of Competence in Occupational Testing (Level A) - 1996
- B.Sc. (Hons.) 2.1 Psychology - University of Stirling - 1995

Professional Affiliation

- Graduate Member of British Psychological Society
- Professional Member PVRA & Full Member CMSUK

Nicola has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since March 2014.
Paul Kingston  
*BA (Hons) Experimental Psychology (Oxon)*

RehabWorks Associate Case Manager and Vocational Rehabilitation Consultant

Specialist Areas: Vocational Rehabilitation and Case Management

Paul has over 25 years experience of work in the environment of rehabilitation, from both Australia and the UK.

Paul’s first role in Rehabilitation came as a Rehabilitation Coordinator in Adelaide, South Australia in 1989 where he worked for the next 4 years with private sector rehab’ providers planning and co-ordinating comprehensive rehabilitation programmes for Exempt Employers and the WorkCover Corporation under the state’s Workers’ Compensation and Rehabilitation Act.

Paul then became a Rehabilitation Counsellor with the Commonwealth Rehabilitation Service in New South Wales, Australia, a role which involved case management of clients suffering the full gamut of disability, counselling them in adjustment and working closely with the patient to optimise employment, training and study opportunities; he also had extended periods of specialised working with psychiatric disability and hearing impairment. Paul remained in this role in both New South Wales and South Australia for over 12 years before returning to the UK in April 2005. Paul has a wealth of experience in the assessment of individuals with disability issues for provision and co-ordination of vocational assessments and vocational rehabilitation programmes, designed to achieve safe and sustainable return to the workforce.

He has extensive skills in negotiating and monitoring of appropriate Work Training and Return to Work programmes, identification of suitable open labour market positions, interview coaching, CV preparation and focus on formal training/study placements.

Since he has returned to the UK, Paul has gained qualifications in person-centred counselling and worked in various rehabilitation settings including drug rehabilitation and substance misuse as well as in tertiary roles with Community Mental Health Teams.

Paul has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Margie Kirby
Diploma in Occupational Therapy NZ & Case Manager

RehabWorks Associate Rehabilitation Case Manager and Vocational Rehabilitation Consultant

Specialist Areas: Case Management, Vocational Rehabilitation, Acquired Brain Injury

Margie has been registered as an Occupational Therapist since 1988.

She has travelled worldwide and worked as a Senior Occupational Therapist extensively in New Zealand and the United Kingdom, including Northern Ireland. This experience has given her a well-rounded and empathetic understanding of cultural influences on health, disability and wellbeing.

Margie has been a hands-on therapist working with patients from early intervention e.g. at point of coma, amputation, paralysis right through to settlement in the community and where possible return to work.

Margie has gained valuable and substantial hands-on therapeutic experience over twenty years in a wide variety of acute and community settings including; the NHS, the Ministry of Defence, social services, private practice (sub-contracting to the Accident Compensation Commission of New Zealand) and the University of Southampton.

Margie’s skilled assessment and rehabilitation experience covers a diverse range of acute and chronic conditions. These include: major injury, traumatic brain injury of mild, moderate and severe nature, and progressive neurological conditions such as Multiple Sclerosis, Motor Neurone Disease and Parkinson’s disease. Further substantial experience has been gained in stroke rehabilitation, oncology, general medicine (cardiac, respiratory and vascular disease), orthopaedics, general surgery, spinal injury, and elderly mental health including depression, anxiety disorders and dementia.

Margie has also worked with her clients to address vocational barriers and with university students who have Specific Learning Difficulties.

Without exception, Margie’s experience enables a realistic problem solving and skilled goal directed approach to optimise recovery.

Over the past 3 years Margie has been working as a Rehabilitation Case Manager and Senior Occupational Therapist in complex and catastrophic injury for Medicess, a case management company based in Hampshire. Her experience within this role included:

- Case Manager on complex and catastrophic cases
- Completing Initial Needs Assessments.
- Managing complex and catastrophic injury rehabilitation within the public and private sector and ensuring patient centred care plans from acute trauma, transitioning through to community care and where possible vocational rehabilitation.
- Optimising rehabilitation outcomes for all patients through expert medical knowledge, experience and organisational skills.

Margie is passionate about ensuring patients are empowered within public and private systems to optimise recovery and rehabilitation. Since March 2014 she has been working as a self employed Occupational Therapist and Case Manager contracting to private rehabilitation companies, but chiefly Independent Living Solutions. Margie has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since March 2014.
Pending Photo

Linda Lowe
RGN, CMSUK

RehabWorks Rehabilitation Case Manager and Associate Vocational Rehabilitation Consultant

Specialist Areas: Vocational Rehabilitation

Linda is a registered Nurse in addition to having a diploma in Occupational Health from the University of Warwick in 2003.

She is a forward thinking Occupational Health Adviser / Vocational Rehabilitation Consultant (VRC) with occupational health experience based in NHS and industrial experience with small and medium enterprises. Job centre experience and condition management background, returning and retaining clients at work and supporting clients with long term health conditions and disabilities to sustain their roles within the workplace.

She has worked as a Vocational Rehabilitation Consultant on the British Telecom contract; completing triage and telephone assessments, compiling complex reports and implementing action plans; case management with referral and liaison with managers and signposting to other contracted agencies.

In addition, Linda was the lead Vocational Rehabilitation Consultant in BT’s Dyslexia campaign which was designed and highly successful in identifying employees with issues around Dyslexia in the workplace – either diagnosed or suspected and looking at supportive workplace adjustments.

Linda’s ability to manage rehabilitation cases is enhanced by first-hand experience of complex orthopaedic trauma herself, following an injury approximately 4 years ago.

Linda is also NEBOSH certificated.

Linda has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Kay Mayes  
DIP COUN  
RehabWorks Associate Rehabilitation Case Manager and Vocational Rehabilitation Consultant

Specialist Areas: Vocational Rehabilitation

Kay has a proven track record of delivering and managing Vocational Rehabilitation, with a vast experience of facilitating a return to original and/or alternative employment.

Kay’s work history has enabled her to work within a multi-disciplinary team in the provision of high quality condition management/case management service, to assist clients with a current health condition to become work ready.

She has several years’ experience in providing Vocational Rehabilitation Services to clients with complex physical disabilities and Traumatic Brain Injury. She is an experienced Counsellor and Cognitive Behavioural Therapist with over 10 years’ experience in mental ill health and a range of clinical, managerial and communication skills to assist individuals in identifying their rehabilitation needs and then implement an effective case management process for her clients. She has completed a diploma level Brain Injury Awareness course at the Kemsley Brain Injury Unit at St Andrews Hospital in conjunction with Northampton University. Kay has a thorough understanding of reasonable adjustments under the remit of the Disability Discrimination Act i.e. ergonomic assessments for patients and staff members.

She has exemplary communication skills to enable effective liaison with employers and local health & social support networks to provide additional or alternative support to the client.

In delivering rehabilitation she:
- Is accountable for own professional actions, uses professional judgement and makes efficient use of resources available.
- Provides clear, concise assessment reports with recommended client action plans/goals.
- Keeps clear and accurate records and ensures all records are kept confidentially and securely.
- Ensures Data input is timely, accurate (including time recording).

Kay has been on the Rehab Works Associate Case Manager and Vocational Consultant Network since February 2014.
Maria Morris  
*Health Profession Registered BAOT*

**RehabWorks Associate Vocational Rehabilitation Consultant**

**Occupational Therapist and Vocational Rehabilitation Consultant**

Specialist Areas: Vocational Rehabilitation, Workplace and Vehicle Ergonomics, Career/ Health Transition and Wellbeing.

Maria started her career as an NHS Occupational Therapist. From 1989, until 2000 she worked as an Out-patient Manager and Senior OT within a South East NHS Trust where she treated approximately 1500 patients per annum and provided intervention with a range of clients including MSD, stress, chronic fatigue, neurological conditions, burns and complex orthopaedic conditions.

From the turn of the millennium, Maria has been working in various areas of condition management, rehabilitation, ergonomics, occupational therapy and in the role of a Wellbeing Consultant.

She has in the past worked in the capacity of Senior Rehabilitation and Outpatient Manager, developing and delivering an outpatient service. She assisted in securing a NHS bursary to develop a vocational service for outpatient clients to assist them to resume work.

Maria has been quoted by a Team Lead, within the Neuro Rehab department at Headley Court as “taking initiatives and steps above and beyond what is expected of her. She is excellent in terms of her reliability, communication and organisational skills” In six months, over 70% of her neurological affected MOD employee caseload resumed work within the MOD or civilian sector.

Since 2001, Maria has assisted many clients including UNUM Open Door with assessments and helped employers to follow best practice approaches to reintegrating employees back to work. Her objectivity has assisted with the assessment and management of claims.

Maria’s achievements and accolades include:

- 2 Year project with Back 2, Wigmore Street - clinical expert, ergonomic assessments, workshops, training, guest speaker, product evaluation and business development.
- Guest lecturer - clinical biofeedback use for back pain and ergonomics, to six universities including Southampton, Canterbury and York; Health and Safety Expo, London Hazard Centre and Royal College of Nursing.
- Media interviews with LBC Bodytalk, Brooklands Fabulous Women Radio Show, Evening Standard, Daily Mirror and BT for Business.
- Clinical audit designer Microsport Balance Trainer (preliminary to WiiFit) gained £200,000 DTI grant for product development.
- Consultant to Surrey Chamber of Commerce for Health and Wellbeing events.
- Co-sponsor for 3 years for Fit for Work-Fit for Life Health and Wellbeing corporate events.
- Co-Author Home Working Solutions within Publish Now Magazine.

Her skill set and experience includes the ability to undertake initial needs, mobility/disability needs/capacity, vocational, risk, worksite, job demands analysis and ergonomic assessments.

Maria’s specialist skills include providing ergonomics and postural driving assessments (including car, HGV and light vehicle), home/mobile workers, complex injuries and for the mature worker.

She has run workshops, relaxation sessions and seminars – to enable clients to effectively manage their own health and well being. She is trained to incorporate the use of NLP/relaxation technique of envisioning to assist clients determine their best career and life transition and reaching a successful outcome.

Maria, has been a RehabWorks Associate Case Manager and Vocational Consultant and on their Network since February 2014.
Susan O’Shea
BA (Hons), MSc
RehabWorks Associate Vocational Rehabilitation Consultant
Specialist Areas: Vocational Rehabilitation

Susan is a specialist employment support worker and vocational rehabilitation consultant with a particular interest and passion to assist those most vulnerable in the employment market.

Susan has experience of working:

- with young people who are vulnerable because of either substance misuse, offending backgrounds and low confidence or lack of skills
- with adults with disabilities and long term health conditions to return to work
- in collaborative partnerships with a wide range of stakeholders across the private, public and the third sectors including employers
- within a performance related environment and has delivered on targets for either personal support, project or major contract
- within difficult and differing environments and is confident in engaging with professionals and service users.

Between 2009 and 2011, Susan was responsible for overseeing the delivery of government funded employment projects targeting the long-term unemployed and socially excluded groups with the Safer Birmingham Partnership. She worked collaboratively with colleagues to secure funding for three major employment projects. Co-led preparing project and funding proposals, with the lead responsibility for steering proposals through approval processes and negotiating with partner stakeholders. She additionally assisted projects to deliver on contract targets, troubleshooting performance problems and managing inter-partner conflicts.

Since early 2013 she has worked as an Employment Support Worker; with a case load of young people and adults who are unemployed to support them into employment or training. Her role included assisting clients one to one and in groups to develop CV’s, apply for job vacancies and provide assistance with interview preparation.

Susan has a special interest in the management of long term health conditions, such as chronic fatigue, pain and wellbeing strategies, in addition to expertise in situations where clients are experiencing a return to work after diagnosis of a life limiting illness.

Susan is a registered member of the Society of Homeopaths, in addition to being an Associate Member of the Vocational Rehabilitation Association and member of the Radiate Network. She has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Janette Reading  
*Dip Cot*  
RehabWorks Associate Rehabilitation Case Manager and Vocational Rehabilitation Consultant  
Specialist Areas: Case Management and Vocational Rehabilitation

Janette is a Consultant Occupational Therapist with over 30 years clinical and managerial experience within the NHS, Local Authority and the private sector. Held post as County Moving and Handling Lead for Gloucestershire for 10 years.

Her current professional workload includes expert witness reports, case management, delivery of training courses, ADL assessments, insurance assessments and return to work programmes.

In particular:

- Since 2000 expert witness reports (including joint instruction) dealing with clinical negligence, spinal, upper and lower limb injuries, specialising in brachial plexus damage and paediatric cases with particular expertise in Erb’s Palsy
- Expert reports for Health and Safety Executive in England and Scotland following injuries and fatalities during moving and handling
- Expert reports on workplace moving and handling accidents
- Since 1995 Moving and Handling reports, workplace training and risk assessments
- Since 2003 Case management of all types of physical conditions with particular expertise in spinal injury and paediatric conditions
- Since 2000 Return to work assessment programmes funded by insurance claims
- OT adaptation, immediate care and equipment assessments for private clients, charities, local authorities, housing associations and insurance companies.

Professional member of:

- National Committee of COTSSIP (O.T.s in Independent Practice) - PR and Marketing officer.
- Expert Witness Forum (COTSSIP)
- National Back Exchange
- Professional member of Hemi Help
- Past Practitioner member British Association of Brain Injury Case Managers
- The Case Management Society UK (CMSUK)
- Expert Witness Directory

Training has included:

- Royal College of Nursing Inst. of Advanced Education - Counselling Course
- Moving & Handling Trainer - Luton University.
- Certificate in Occupational Safety and Health
- Certificate in Further Education Teaching City & Guilds 7407
- Bond Solon Expert Witness Conference
- Adaptations for the Disabled: DFGs and Best Practice
- SME Access Auditor Training
- Expert Witness Forum
- STEPS 3 day Moving and Handling refresher courses
- NRAC Access Audit Workshop

Janette has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since April 2014.
Dawn Readman
BSc (Hons)
RehabWorks Associate Rehabilitation Practitioner and Vocational Rehabilitation Consultant

Specialist Areas: Vocational Rehabilitation

Dawn qualified as an Occupational Therapist from the University of Northumbria, Newcastle, in 2000. She is presently working as an independent Occupational Therapist and Case Manager and has amassed over 14 years experience of assessment and clinical treatment. She has over 9 years of experience in vocational rehabilitation, where the individual’s health condition is a barrier to employment.

She has a wealth of experience with assessment and rehabilitation of clients with a variety of injuries and illnesses including musculoskeletal problems and wide ranging mental health conditions. In addition to experience in effective condition management of chronic illnesses.

Over her career she has extensively liaised with medical practitioners, rehabilitation providers, social workers, employment services, specialist equipment providers, employers, HR departments and occupational health.

Clinical skills/experience:

- Client conditions have included orthopaedic injuries, amputations, chronic back conditions and psychological distress following injury.
- Interventions have included provision of specialist equipment to promote independence in the home and work environment.
- Specific work focused intervention has included effective liaison with employment providers to up-skill the individual. This has been done via retraining, work placements and literacy / numeracy courses.
- Professional supervision of OT colleagues in the NHS.

Memberships:

- The Health and Care Professions Council (HCPC)
- The British Association of Occupational Therapists (BAOT)

Dawn has been on the Rehab Works Associate Case Manager and Vocational Consultant Network since April 2014.
Susannah Robertson-Hart
BSc (Hons), MSc, CPsychol, HCPC

RehabWorks Associate Vocational Rehabilitation Consultant

Specialist Areas: Vocational Rehabilitation

Susannah is a registered Occupational Psychologist who graduated with a BSc in Psychology from the University of Birmingham, School of Psychology in 2001 and gained a Masters degree in Organisational Psychology from Manchester University in 2003. She has worked in the field of health and wellbeing at work for over ten years.

Susannah’s early career involved Freelance Consultancy work co-ordinating assessment and development centres, and conducting and interpreting psychometric tests.

She progressed into a Consultant Occupational Psychologist role in March 2004, undertaking workplace health and wellbeing projects for public and private sector clients including the NHS, Police Service, Local and central Government, financial institutions and an oil and gas company. Susannah remained in this role for 5 years before commencing a role for the DWP as a Higher Work Psychologist, delivering employment assessments and return to work support for clients with health conditions.

Susannah commenced her work in Vocational Consultancy in January 2011, with Remploy. She held a number of challenging roles within this organisation and most notably worked as Vocational Rehabilitation Services Manager for a Mental Health Support Service and led on content development / service design for a bid to the DWP for this service. In addition, Susannah was also Senior Operations Manager for the Vocational Rehabilitation Department for over 12 months.

Recently Susannah secured a position as the Mental Health Lead (Occupational Psychologist) for the BBC. A part time post she has held since December 2013 until present day.

Susannah has been on the RehabWorks Associate Vocational Consultant Network since April 2014.
Karen Royle  
BA (Hons), MSc  
RehabWorks Associate Vocational Rehabilitation Consultant  
Specialist Areas: Vocational Rehabilitation

Karen is a Chartered Occupational Psychologist, with 20 years experience of vocational assessment and rehabilitation for people with disabilities. She is driven by a personal passion to help people identify and enhance their potential in employment and maintain a strong sense of personal well-being for work. She has experience of individual assessments for legal claims as well as the design of vocational rehabilitation services.

In 2001, she established a successful company to support people with acquired brain injuries back to work. Operating across the North-West, she secured contracts with the Department of Work and Pensions and worked in partnership with national employment training organisations, acting as a Third Tier Specialist Provider to Prime Contract Holders on the Work Choice Programme. The focus of these contracts was; employment assessments, vocational rehabilitation, personal development, return to work plans, job retention, employment coaching and voluntary work opportunities to expand vocational potential for people with disabilities & health conditions.

She has a particularly interested in developing opportunities in work that relates to health and well-being at work, personal adjustment to illness and disability and coaching people to help them to maintain success and happiness in the workplace.

She has presented for the last two consecutive years at the national Health & Well-Being at Work conference at the NEC in Birmingham; the first presentation on coaching people back to work and the second focusing on support for people with Parkinson’s and other neurological conditions.

Karen has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since May 2014.
Alan Simpson
Graduate Certificate in Rehabilitation Counselling
RehabWorks Associate Rehabilitation Case Manager and Vocational Consultant
Specialist Areas: Vocational Rehabilitation

Alan is a senior rehabilitation professional with substantial experience in placing clients back into the work environment and influencing businesses to support clients, in both the UK and Australia. He has a graduate certificate in Rehabilitation Counselling from the University of South Australia.

Alan has worked in various senior rehabilitation consultancy roles and his work history includes: working as an Injury Management Advisor and Team Leader for Allianz, in Australia. During the role he supervised several case managers and managed subsequent workloads.

Since 2003, Alan has worked independently in tandem with client and employer, case managed return to work plans for disabled employees and arranged all formal support mechanisms that were required. He has monitored clients’ progress in the training or employment phases of the rehabilitation plan, proactively dealing with barriers or problems as they arose, ensuring clients received the training plan that had been agreed in line with the rehabilitation goals.

Alan’s key accolades and experiences in vocational rehabilitation include:

- Established and maintained strong operational relationships with a range of key external stakeholders, including employers and health care specialists, that enabled clients to be placed into suitable roles in a timely fashion.
- Instrumental in placing clients into roles despite what might appear to have been disabilities that might have precluded them from returning to the workplace, working with employers to see the capabilities and subsequently a very competent and trustworthy employee.
- Developed comprehensive policies and procedures that ensured constant compliance with all the legal requirements, professional standards and the individual business on managing the personal information of the client.
- Demonstrated high levels of intuitive awareness of client diversity and needs, successfully implementing various client-focused initiatives that ensured training plans were in place and completed.
- Extensive experience working with long term injured clients and has particular expertise in Construction and Engineering as he worked as a welder before retraining as a Rehabilitation Consultant.
- Experience in training and development and has lectured in colleges up to Advanced Diploma level in Human Resources as well as developing training programmes for apprentices to become welders/boilermakers.

Alan, has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Kerry Taylor  
RN  
RehabWorks Associate Vocational Rehabilitation Consultant and Rehabilitation Case Manager  
Registered Nurse and Vocational Rehabilitation Consultant  
Specialist Areas: Vocational Rehabilitation  

Kerry finished her adult nursing qualifications at Northumbria University in 2004 and following initial experience in primary care settings for several years, she later progressed into the field of vocational rehabilitation in 2011.  

During her time as an Independent Vocational Rehabilitation Consultant she has gained invaluable experience and developed excellent report writing skills. She has a wealth of experience in developing return to work plans for clients within a variety of industries. Through this she has developed skills in goal setting and action planning as well as vocational coaching and case management.  

Over the last few years she has collaborated on various projects as a clinical lead with Northumbria University which resulted in producing new guidance for clinical mentors as well as devising an assessment tool for peer review. She also sat on the interview panel with Northumbria University interviewing potential nursing students as well as being involved in moderation sessions of student nurse clinical portfolios.  

In 2009, she completed her PGCE which covered teaching, learning and assessment methods, lesson planning, differentiation and classroom management.  

In 2010, Kerry was part of a team securing a successful bid for a pilot project in conjunction with Macmillan Cancer Care. The successful bid was one of only 6 in the country and she was responsible for developing the education package which was subsequently delivered. Due to its success this project was then successfully taken over by another agency when the Condition Management Programme ended.  

She was project lead and developed a group programme, which involved devising a scheme of work to cover 8 weekly sessions and was based on topics such as anxiety and depression management, sleep management, goal setting and returning to work. She planned each session and also devised a series of handouts for customers to work with. The group started off as a successful pilot and rolled out across the region.  

Kerry has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Lois Watt  
_BSc(Hons), PG Cert_

_RehabWorks Associate Rehabilitation Case Manager_

Specialist Areas: Neurological Rehabilitation

Lois qualified as an Occupational Therapist in 2005, from the University of Plymouth / University of Exeter. Her initial rotations included experience in rheumatology and physical rehabilitation within inpatient and community settings.

In 2007, she developed her specialism in neurological rehabilitation with a post as a Senior Occupational Therapist within the Stoke on Trent Primary Care Trust. Within this role she advanced her assessment and treatment skills with a variety of neurological conditions. In 2008 she completed the introductory and basic Bobath courses which have enhanced her practice with neurological patients.

More recently she has worked in stroke rehabilitation. This role included participation in the development and implementation of a new inpatient and community stroke service. Duties included managing a complex clinical caseload including physical, cognitive and community based assessments, whilst applying the Bobath concept in treatments. Lois is competent in neurological splinting and soft casting. She remained the OT lead within stroke team participating in service development activities for example developing a splinting service, transforming community equipment services, application of outcome measures in practice and development/ implementation of new documentation. Lois has fulfilled management responsibilities such as service audits, recruitment, organisation and participation in staff training, supervision/management of staff, networking with local services and student education.

Lois has completed her Post Graduate Certificate in Neurological Rehabilitation at Oxford Brookes University in 2009-10 and since 2011, Lois has performed Associate Case Management Assessments in the form of undertaking Initial Needs Assessments. She has experience in assessing patients who have suffered from multiple trauma and road traffic accidents, to identify their rehabilitation needs and potential for vocational rehabilitation.

Lois, has recently relocated to Perth, Scotland, in March 2014 and has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since March 2014.
Lisa Whittleton  
*BSc (Hons), MSc Occupational Psychology, CDMP*  
RehabWorks Associate Vocational Rehabilitation Consultant and Psychology  
Specialist Areas: Vocational Rehabilitation

Lisa has a Bachelors degree in Psychology from the University of Leicester and a Masters Degree from the University of Sheffield in Occupational Psychology. She has recently started in independent practice offering training in disability/mental health awareness, vocational rehabilitation services, and absence/disability management advice and guidance after gaining her experience in vocational rehabilitation, from working for over 3 years as an associate Vocational Rehabilitation Consultant for Remploy Ltd.

Her experience comes from a range of projects, all predominately supporting individuals who experience complex barriers to work and empowering them to reach their potential. Her experience involves conducting initial vocational assessments, case management support and signposting where appropriate. She has gained experience with a wide range of stakeholders in the public and private sectors at all levels of the organisation.

Her passion is the promotion of wellbeing within organisations and mental wellbeing awareness training. She thoroughly enjoys working in the area of vocational rehabilitation and has provided training to organisations including The Highways Agency, DHL/Sainsburys, and Corps Security.

Some of the most rewarding projects she has worked on in her short but progressive vocational rehabilitation experience is a contract with the MOD assisting wounded, injured and sick servicemen in their transition to civilian life, the Mental Health Support Service through Access to Work and veteran support services.

She also qualified in 2013 as a Certified Disability Management Professional (CDMP). Lisa, has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since February 2014.
Hayley Winship  
*Occupational Therapist*

**RehabWorks Associate Rehabilitation Case Manager and Vocational Rehabilitation Consultant.**

**Occupational Therapist**

Specialist Areas: Vocational rehabilitation, case management, brain and spinal injury rehabilitation.

Hayley qualified as an Occupational Therapist in 1999, from the University College of Ripon and York St John and has a post graduate diploma in coaching.

During her Basic Grade programme, she consolidated skills in acute medicine including elderly care, orthopaedic trauma and elective surgery. Hayley has worked throughout the Leeds Hospital NHS Trust, St Georges Hospital, Tooting and Pinderfields Hospital, to name a few.

As a senior therapist Hayley focussed on neurology as a specialist clinical area. The experience gained in neuro-rehabilitation provided the opportunity to develop skills in a longer-term rehabilitation environment. Having a particular interest in the treatment of clients with brain and spinal injury, she presented at the Head Injury Management Day, organised by the Leeds National Demonstration Centre in Rehabilitation.

Hayley’s case management experience has come from working with various case management companies including: Tania Brown Ltd and Tompkins Case management Ltd. Since 2007, she has established herself as an independent practitioner exploring brain & spinal injury rehabilitation & vocational rehabilitation.

Hayley has an extensive knowledge of assessment and treatment of patients with neurological impairment providing reports to case managers and insurance companies. Hayley has recently commenced medico-legal rehabilitation costs reports to solicitors on behalf of Somek & Associates Ltd.

Since May 2013, Hayley has been undertaking mobility clinic assessments for the Bedfordshire Blue Badge applicants.

Hayley is a profession member of the British Association of Occupational Therapists and College of OT special interest group COTSS-IP, for Occupational Therapists in Independent Practice.

Hayley has been on the RehabWorks Associate Case Manager and Vocational Consultant Network since January 2014.