



Case Management Experience

Caroline is an experienced case manager with an extensive background in the assessment and treatment of adults with a wide range of complex needs. She has experience in implementing and managing rehabilitation packages for clients following trauma, including complex orthopaedic, brain, psychological and musculoskeletal injuries and those requiring plastic surgery.

Caroline brings a client-centred and proactive approach, ensuring that short and long-term care and rehabilitation requirements are considered to maximise client recovery and quality of life. She is experienced in leading in the development and delivery of coordinated packages to ensure optimal client outcomes. She has extensive experience leading and collaborating as a member of multi-disciplinary teams, including working closely with social workers, therapists, care agencies and voluntary organisations to ensure the delivery of holistic, impactful support.

Caroline possesses extensive experience in community rehabilitation and has specialist expertise in complex manual handling, equipment provision, housing adaptations and rehousing. She continually develops her clinical and management skills and expertise via a range of training and educational activities.

Specialisms

- Orthopaedics
- Poly-trauma
- Psychological Injury
- Amputations
- Brain Injury
- Manual Handling
- Specialist Equipment
- Rehousing
- Housing Adaptations

Qualifications

- BSc (Hons) Occupational Therapy

Professional Background

Caroline is an occupational therapist with two decades of experience leading the assessment and treatment of adults with a diverse variety of conditions. This has included orthopaedic trauma, amputations and long-term health conditions.

Upon graduation, Caroline completed rotations across stroke rehabilitation, oncology, palliative care, general medicine and community elderly mental health. In 2006, she progressed to a senior role within a medical rehabilitation ward and supported assessment and rehabilitation planning within the stroke rehabilitation unit. She also collaborated with outpatient services to support community rehabilitation, continually reviewed care packages, led service development activities and supervised staff and students.

Since 2008, Caroline has worked as a senior community occupational therapist with adults, specialising in complex manual handling, equipment provision, housing adaptations and rehousing. Caroline continues to manage a complex caseload in this role, liaising with various agencies to best meet client's needs. In addition to managing a full case load, Caroline supervises and supports the management of staff, leads service development activities and has developed efficient and effective new ways of working.



Career History

Case Manager

Harrison Associates
(2021 - Present)

Senior Occupational Therapist (Community Role)

The Vale of Glamorgan Council
(2012 - Present)

Specialist Housing Occupational Therapist (Community Role)

Cardiff Council
(2008 - 2012)

Senior Occupational Therapist (Medical Rehabilitation Ward)

Cardiff & Vale NHS Trust
(2006 - 2008)

Locum Occupational Trust

Various NHS Trusts
(2004 - 2006)

Occupational Therapist (General Rotation)

Swansea NHS Trust
(2002 - 2004)

Memberships

- Health & Care Professions Council
- Royal College of Occupational Therapists (RCOT)
- RCOT Specialist Section - Independent Practice
- British Association of Brain Injury and Complex Case Management (BABICM)

Ages Covered

- Adults