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## Case Management Experience

Susan has worked as a case manager since 2004 and is highly proficient in leading client assessments and managing complex cases regarding traumatic brain, spinal and orthopaedic injury and psychological conditions, including post-traumatic stress disorder.

Both as a case manager and throughout her almost four-decade nursing career, Susan has led and collaborated with multi-disciplinary teams to drive optimal client outcomes. She is a highly effective client advocate and provides clear and regular communication, keeping all parties informed throughout the rehabilitation journey. Susan ensures her clients benefit from the latest evolutions in the field via extensive continuing professional development, including regularly completing distance learning packages and attending study days and conferences.

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## Specialisms

- Brain Injury
- Neurological Conditions
- Spinal Injury
- Orthopaedics
- Mental Health
- PTSD
- Challenging Behaviours
- Persistent Vegetative State
- Learning Difficulties
- Safeguarding
- Capacity Assessment

## Qualifications

- RGN
- Certificate of Achievement in Disability Assessment
- Post-Registration Teaching & Assessing in Clinical Practice

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## Professional Background

Susan is a senior nursing professional with over four decades of experience, including over 30 years in neuro-rehabilitation. This has involved leading the care of patients with a comprehensive range of neurological conditions, including spinal injuries and both traumatic and non-traumatic brain injuries. Susan has also provided care within community and clinical settings to patients with orthopaedic, medical, and surgical issues.

In 2000, she was approached to manage a private residential facility, providing neurorehabilitation programmes. This involved spearheading the development, delivery, and continuous improvement of care programmes for clients with a variety of complex physical and psychological problems, including challenging behaviours. During this time, Susan negotiated with numerous agencies to secure funding and ensure optimal standards of care and established an elite team of nurses and carers via astute recruitment, training, and management.

In 2009, Susan took on the role of Clinical Nurse Manager on a nurse led unit. Within this role, she planned, coordinated, and managed care programmes for adults with complex neurological conditions, including acquired brain injury, persistent vegetative state and learning difficulties. During this time, she further developed her expertise in safeguarding, capacity management and clinical audit. From 2010 - 2015, Susan performed medical examinations on behalf of the Department of Work & Pensions, including assessing physical and mental health, function, and capability.



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## Career History

### Case Manager

Harrison Associates  
(2016 - Present)

### Medical Examiner

Department of Work & Pensions  
(2010 - 2016)

### Clinical Nurse Manager

Exemplar Healthcare  
(2009 - 2010)

### Case Manager

The Injury Care Clinics (TICCS)  
(2004 - 2007)

### Manager

Ashbourne Healthcare (Private Residential Facility)  
(2000 - 2004)

### Senior Staff Nurse

Princess Royal Spinal Injuries Unit  
(1996 - 1999)

### Registered Nurse/Senior Staff Nurse

Central Sheffield University Hospitals  
(1979 - 1996)

## Memberships

- Case Management Society UK
- British Association of Brain Injury & Complex Case Management
- Nursing & Midwifery Council
- Royal College of Nursing

## Ages Covered

- Adults only