

Case Management Experience

Christine Waites is a highly experienced Case Manager with an impressive 39-year career that spans both nursing and social care. Her primary focus has been on cognitive difficulties resulting from trauma at birth, acquired or traumatic brain injury, and developmental delays due to neglect or omission. Christine's dual roles as a registered nurse and social worker have provided her with a comprehensive understanding of the health and social care spectrum. This combination has enabled her to develop specialised skills in managing injuries and conditions that impact cognitive functions, reflecting her deep commitment to addressing complex clinical challenges.

Christine's expertise in handling complex cases is particularly noteworthy. She has managed individuals with mental health conditions, including personality disorders, brain injuries, epilepsy, and severe cases of addiction. Her ability to support clients experiencing challenging behaviours often necessitates specialised and intensive interventions, underscoring her proficiency in mental health management. Furthermore, Christine has significant experience working with clients sectioned under mental health crises, demonstrating her ability to navigate high-stress situations with empathy and professionalism.

In terms of care coordination, Christine has excelled in developing and managing comprehensive care plans. Her extensive experience in assessing clients' needs and recruiting bespoke staff teams is complemented by her successful navigation of funding avenues, including local authority funding and Continuing Health Care funds. This holistic approach ensures that her clients receive tailored and well-funded care packages, enhancing their quality of life and promoting optimal rehabilitation outcomes. Christine's ability to seamlessly integrate nursing and social care perspectives allows her to address her clients' needs comprehensively and effectively.

Specialism

- Brain Injury (TBI)
- Mid head injury/concussion
- Cerebral palsy
- Epilepsy
- Challenging behaviours

- Major Trauma
- Spinal cord injury
- Sensory impairment
- Mental health
- Palliative care
- Care Management

Age group

- Adults
- Young persons (16+)

Professional Background

Christine Waites' professional journey includes working in various settings such as clinical hospitals, community-based services, and the provider sector as a senior manager. Her roles have ranged from direct support to senior management, demonstrating her versatility and depth of experience. Christine's work with local authorities, managing both generic and specialist teams, highlights her leadership capabilities and her strategic approach to service provision.

Christine's proficiency in budget management and team leadership is exceptional. She has managed budgets up to £4 million and led teams of approximately 250 employees, including a diverse array of healthcare professionals. Her ability to coordinate multi-disciplinary teams, develop individualised rehabilitation packages, and manage extensive resources underscores her strategic and operational acumen. Her leadership style, characterised by person-centred and evidence-based approaches, ensures that case management efforts are always aligned with the best interests and outcomes of her clients.

Career history

- Associate Expert Witness
Maggie Sargent
January 2024 – Present
- Associate Case Manager
Ben Holden Ltd.
November 2021 - Present
- Case Manager
Anglia Case Management, East Anglia
April 2018 – Aug 2021
- Senior Practitioner
Essex County Council, county-wide role
September 2014 – April 2018
- Agency Senior Practitioner
Essex County Council, Colchester
May 2014 – September 2014
- Area Manager
United Response, Suffolk.
September 2005 – July 2013
- Social Worker
Essex County Council, Colchester
October 1999 – September 2005
- Senior Care Co-ordinator
Local Health Partnerships NHS & Allington NHS Trusts East Suffolk
August 1990 – October 1999

Qualifications

- Diploma in Social Work, Open University, 2002
- Conversion to First level Registered Nurse (LD), University of Greenwich, 1995
- East Suffolk Health Authority, Nurse training, 1988
- Preliminary Certificate in Social Care, 1984

Professional Memberships

- Social Work England
 - BABICM
 - BISWG
 - CMSUK
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