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## Case Management Experience

Pooja has operated as a case manager since 2014, coordinating the delivery of complex rehabilitation packages for a broad range of clients, ensuring optimal standards of quality and efficiency. She has extensive experience managing cases regarding post-traumatic stress disorder and other complex mental health conditions, including working with a large number of survivors of the Grenfell Tower tragedy. She has led the assessment and care of clients with visual impairments, orthopaedic injuries and catastrophic brain injuries, including cases involving intensive care management. Pooja serves as an effective bridge between claimants, solicitors and insurers, ensuring all parties remain fully informed throughout the rehabilitation journey. Pooja brings a wealth of clinical expertise acquired during her 19-year career as a senior occupational therapist, throughout which she has led multi-disciplinary teams to consistently ensure the achievement of the best possible outcomes for a wide variety of clients.

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### Specialisms

- Orthopaedics
  - Amputations
  - Spinal Injury
  - Brain Injury
  - Mental Health
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- Functional Neurological Disorders
  - Peripheral Nerve Conditions & Injuries
  - Sensory Impairment (Visual & Aural)
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### Qualifications

- BSc (Hons) Occupational Therapy

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## Professional Background

Pooja is an advanced specialist Occupational Therapist with almost two decades of experience supporting a broad variety of clients following neurological and orthopaedic injuries via the planning, coordination and implementation of robust rehabilitation programmes. Since 2006, Pooja has operated at a senior level, specialising in the management of neurological rehabilitation within specialist brain injury and acute neurology units. During this time, she led the successful rehabilitation of adult clients with a comprehensive range of complex neurological conditions including acquired and traumatic brain injury, spinal cord injuries, strokes and chronic conditions. This frequently involved the assessment and treatment of patients with complex physical, cognitive and communication impairments, managing the provision of specialist equipment and facilitating long-term care packages. Pooja has consistently ensured smooth and effective client discharge coordinating specialist equipment, facilitating housing adaptations and leading the education of families and carers regarding patients' conditions and care requirements. Pooja also has experience working within rapid response teams, preventing hospital admissions via the provision of rapid and effective short-term therapy to clients with physical and neurological conditions within community settings.

From 2008 to 2014, Pooja led an intermediate care ward, managing the assessment and treatment of patients with complex orthopaedic and neurological condition including dementia, strokes, poly-trauma injuries, amputations and knee and hip issues. She delivered significant performance improvements via the development of the neuro-splinting and orthosis service. Since 2014, Pooja has served as an Advanced Specialist within Royal Berkshire Hospitals acute stroke unit. Within this role, she leads the planning and delivery of the occupational therapy service and the development and execution of the neuro in-service training programme.



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## Professional Background

- Managed a case regarding a young woman with moderate orthopaedic injury who was unable to work and struggling to access therapies on the NHS. Coordinated private occupational therapy, psychological support, vocational therapy and orthotics. The client is now walking, has returned to work and been able to resume a number of previous hobbies.
- Supported a survivor of the Grenfell Tower fire who was struggling with PTSD and depression. Instructed private psychological and psychiatric support, resulting in significant progress in the client's anxiety and emotional wellbeing.
- Coordinated a rehabilitation package for a client following a serious injury. This included obtaining funding and arranging and monitoring occupational therapy, physiotherapy and psychological support. Attended neurology and orthopaedic appointments with the client to advocate for her needs. The client has made significant progress with mobility and is able to complete a greater range of daily tasks with adaptive equipment.

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## Career History

### Case Manager

Harrison Associates  
(2017 - Present)

### Advanced Specialist

Royal Berkshire Hospital (Acute Stroke Unit)  
(2014 - Present)

### Role Title

Senior Occupational Therapist  
(Intermediate Care Ward)  
(2008 - 2014)

### Senior Occupational Therapist

Berkshire Healthcare NHS Foundation Trust  
(Windsor Rapid Response Team)  
(2007 - 2008)

### Senior Occupational Therapist

University Hospitals of Leicester (Specialist Brain  
Injury & Acute Neurology Units)  
(2006 - 2007)

### Occupational Therapist

University Hospitals of Leicester (General  
Rotation)  
(2003 - 2006)

## Memberships

- Health & Care Professions Council
- British Association of Occupational Therapists
- Case Management Society UK

## Ages Covered

- Adults only