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## Case Management Experience

Caroline is a case manager with an extensive background as a senior occupational therapist and experience managing care and rehabilitation packages for adults and children with a wide range of complex conditions. This has included leading the assessment and treatment of clients following multi-trauma injuries, including orthopaedic, psychological and musculoskeletal cases and those requiring plastic surgery.

Caroline brings a client-centred, compassionate and proactive approach, ensuring a thorough understanding of short and long-term care requirements and leading the development and delivery of aligned 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 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.

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## Specialisms

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

## Qualifications

- BSc (Hons) Occupational Therapy

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## Professional Background

Caroline is an occupational therapist with two decades of experience leading the assessment and treatment of clients of all ages with a diverse variety of conditions. This includes 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. Within this position, she 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 with adults in the community, specialising in complex manual handling, equipment provision, housing adaptations and rehousing. In 2012, Caroline took on the role of Senior Occupational Therapist with The Vale of Glamorgan Council. 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.



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## 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

## Ages Covered

- Adults