

Case Management Experience

Rhi, an Occupational Therapist and Case Manager, brings a robust 16-year background in the field, with a specialisation in neurological rehabilitation, general rehabilitation, community, and acute medicine. Her clinical expertise predominantly lies in managing brain and spinal cord injuries, alongside significant experience in multi-trauma, amputations, and dementia care. Rhi's nearly two years in case management have further honed her skills, particularly in handling clients with a range of conditions including brain and spinal cord injuries, orthopaedic and psychological injuries. Her experience extends to various management roles, including leading therapy teams and managing a rehabilitation ward, showcasing her versatility and leadership in the healthcare sector.

In her career, Rhi has adeptly managed complex cases involving patients with a spectrum of conditions, from brain and spinal cord injuries to mental health issues like depression, anxiety, bipolar disorder, and schizophrenia. Her role in coordinating comprehensive care plans has seen her work closely with carers, providing them with essential training and support. In her case management role, Rhi has coordinated teams comprising physiotherapists, occupational therapists, psychologists, speech and language therapists, dieticians, and care providers, ensuring the delivery of tailored rehabilitation packages. Her commitment to professional development is evident in her regular participation in webinars and training sessions, including recent courses on managing challenging behaviours and cerebral palsy.

Specialism

- Brain Injury
- Spinal Injury
- Amputations
- Complex Orthopaedic
- Degenerative diseases

Age group

- Adults
- Children

Professional Background

With 16 years of experience in the healthcare sector, Rhi has worked across a variety of settings, including hospitals, community clinics, both inpatient and outpatient contexts. Her diverse background includes a significant role with the Clinical Commissioning Group (now integrated into the Care Board) as a Quality Manager. This breadth of experience in different healthcare environments has equipped her with a comprehensive understanding of patient care dynamics in various medical settings.

Rhi's career is marked by several significant roles. She has served as an Occupational Therapy Team Lead in an acute hospital, overseeing OTs across medical wards, and as a Rehabilitation Ward Manager, managing all aspects of nursing, care, and administrative staff. Her role as an Acute Therapy Team Lead involved managing a team of physiotherapists, OTs, and support staff in a large acute hospital. As a Quality Manager, she was responsible for overseeing the quality of services provided by an acute hospital trust and a local wheelchair provider. Her leadership in implementing Recovery Coaching on a rehabilitation ward led to recognition with awards from Nursing Times, Health Education Wessex, and Health Service Journal. Additionally, Rhi has demonstrated adeptness in budget management, handling a ward budget of £1 million per year, managing individual client budgets in her case management work, and creatively allocating funds for staffing across a hospital therapy team.

Career history

- Horton Tower Limited February, Case Manager 2022 – November 2023
- Piers Meadows Recruitment , Locum Occupational Therapist (Band 7) September 2021 – January 2022
- Hampshire, Southampton & Isle of Wight CCG Quality Manager (Band 8a) April 2020 – October 2021
- Hampshire Hospitals Foundation Trust Acute Therapy Team Lead (Band 7) April 2019 – March 2020
- Hobbs Rehabilitation Specialist Neurological Rehabilitation Occupational Therapist October 2016 – April 2019
- Piers Meadows Recruitment Locum Occupational Therapist (Band 7) January 2015 – May 2017
- Hampshire Hospitals NHS Foundation Trust (Winchester) Ward Sister – Rehabilitation Ward (Band 7) August 2013 – November 2014
- Hampshire Hospitals NHS Foundation Trust (Basingstoke) Occupational Therapist – Acute Medical Team Lead (Band 7) February 2013 – August 2013
- Hampshire Hospitals NHS Foundation Trust (Winchester) Occupational Therapist – Senior (Band 6) July 2009 – February 2013

Qualifications

- University of Southampton, United Kingdom. Bachelors of Science in Occupational Therapy – 2006.

Professional Memberships

- Member of British Association of Brain Injury and Complex Case Management (BABICM)
 - Member of Case Management Society UK (CMS UK)
 - Registered with Health and Care Professions Council
 - Member of British Association of Occupational Therapy (BAOT).
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