

HEATHER PRICE BA (Hons)

Case Manager

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www.westcountrycasemanagement.co.uk



INTEGRITY • COMPASSION • PROFESSIONALISM • COLLABORATION • QUALITY • SUSTAINABILITY

SPECIALISMS:

- Litigation Trained
- Brain Injury
- Children & Young People
- Complex Conditions
- Spinal Injury
- Cerebral Palsy
- Mental Health

HEATHER SAYS:

“WCM's commitment to attentive listening and accessible communication, create a supportive and client-centred environment. These qualities contribute to the effectiveness and success of our services.”

BIOGRAPHY

Heather is a case manager with extensive experience in working with clients who have brain injuries, complex disabilities, mental health issues, social difficulties, and cerebral palsy. Her expertise spans across cases from pre-settlement to post-settlement, indicating her comprehensive understanding of the entire process.

One of Heather's key strengths is her ability to provide unwavering support and encouragement to clients, helping them progress towards their goals. She firmly believes in a person-centred approach, placing the individual at the forefront of their own rehabilitation journey. By assembling a highly skilled and dedicated multidisciplinary team, Heather actively fosters independence among her clients.

In her everyday work, Heather incorporates a Cognitive Behavioural approach, utilising various techniques to assist clients with decision-making throughout the rehabilitation process. This approach empowers individuals to make informed choices and take charge of their own lives.

Furthermore, Heather has cultivated strong working relationships with solicitors and multiple agencies, including social services, the police, and the NHS. These connections demonstrate her ability to collaborate effectively with various stakeholders, ensuring a holistic and coordinated approach to client care.

With her expertise in managing complex care packages and leading multidisciplinary teams, Heather ensures that clients receive the highest quality of care throughout the litigation process. As an empathetic people manager, she is deeply passionate about working in a person-centred manner and strives to assist clients in achieving independence and reclaiming control over their lives.



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In addition to her expertise in case management and rehabilitation, Heather brings a wealth of experience in the field of mental health. Her previous role as an anti-social behavioural officer for a local authority has provided her with a deep understanding of policies and processes related to local and national community issues. This knowledge allows her to navigate complex situations effectively and provide comprehensive support to her clients.

Heather specialises in working within the anti-social behaviour/housing sector and has developed specific skills in conflict management and mediation. She is adept at facilitating communication and finding resolutions between clients, ensuring a peaceful and harmonious environment. Her experience in preparing documents, providing evidence, and attending court showcases her proficiency in dealing with legal aspects related to anti-social behaviour cases.

Supporting the development of clients with disabilities is a passion for Heather. Her exceptional interpersonal skills enable her to establish credibility, trust, and respect when collaborating with multiple agencies, family members, and other crucial community support services. By fostering strong relationships and effective communication, she ensures that her clients receive comprehensive and holistic support.

Heather's attention to detail, sensitivity, and empathy further enhances her ability to provide a bespoke and first-class service to her clients. She understands the unique needs and challenges faced by individuals with disabilities and approaches her work with a problem-solving mindset and critical decision-making skills. This combination allows her to tailor her support and interventions to meet the specific requirements of each client, facilitating their progress and overall wellbeing.

