



HELEN RATCLIFFE

CLINICAL MANAGER

AGES COVERED

All Ages

SPECIALISMS

Spinal Cord Injury
Neuro-disabilities
Cerebral Palsy
Acquired Brain Injury

QUALIFICATIONS

Registered Nurse (1985)
ENB 371 Nursing Patients with Spinal
Cord Injuries (1989)
ENB 998 Teaching and Assessing in
Clinical Practice

LOCATIONS

Helen works from our base in Thame,
Oxfordshire and covers the Home
Counties and London area

MEMBERSHIPS

Nursing and Midwifery Council (NMC)
Royal College of Nursing (RCN)
British Association of Brain Injury Case
Managers (BABICM)



BROWNBILL
CASE MANAGEMENT SERVICES

BIOGRAPHY

Helen Ratcliffe is a Registered General Nurse and pursued her interests in acute, high dependency neurosurgical and neuro-medicine nursing at The Royal London and Radcliffe Infirmary, Oxford Hospitals. Helen then specialised in spinal cord injuries and working within the ventilator dependent unit at the National Spinal Injuries Centre at Stoke Mandeville Hospital. She achieved the post of senior ward sister, managing a team of nurses and carers, supporting complex rehabilitation programmes and managing discharge planning particularly for ventilator dependent spinal cord injured patients.

In October 1998, Helen commenced working as a Rehabilitation Cost Consultant and in this role, she assessed the needs of children and adults with a range of acquired disabilities for their personal injury and medical negligence claims.

With her extensive health and social care experience, knowledge of neuro-disabilities, cerebral palsy brain and spinal cord injuries, it was a natural progression for Helen in 2000, to commence working as a clinical case manager with Brownbill Associates Ltd. In recognition of her expertise Helen was appointed to the role of senior case manager in March 2008.

Helen case manages children, young people and adults with complex conditions and is adept at working with multi-professional teams, coordinating care and rehabilitation to meet her client's physical, social and emotional needs. She has a skilled proactive and professional approach working in partnership with her clients, their families and support teams, to ensure the client's needs are met and in a timely manner.

BIOGRAPHY continued

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BROWNBILL
CASE MANAGEMENT SERVICES

BIOGRAPHY continued

Helen has a wealth of knowledge and expertise with regards to recruitment, employment and management of directly employed support worker teams, preparation of client support plans, managing client specific/mandatory support worker training and supervision.

Following appointment to Operations Manager in August 2015, Helen was promoted in December 2016, to Senior Operations Manager, April 2018 to Head of Operation and December 2021 to Clinical Manager Adults with Brownbill Associates Ltd, advising on adult clinical matters and supporting the Clinical Director with responsibilities for the organisation's client and case management clinical operations. As part of her continual professional development Helen attends relevant courses to maintain and advance her expertise.