



Based In: Somerset, covering Bristol & West Country
Background: Social Work
Joined RWW: May 2019
RWW role: Case Manager – Adults & Children

REHAB WITHOUT WALLS CASE MANAGEMENT ROLE

Providing case management input for people who have complex rehabilitation and care needs.

- Assessing need for case management, care, support and rehabilitation
- Risk assessment and development of risk management strategies
- Designing, developing and monitoring multi-disciplinary rehabilitation packages
- Recruiting, training and managing support workers
- Coordinating services from the statutory and independent sectors

CONDITIONS MANAGED

- | | |
|-------------------------|------------------------------|
| ✓ Acquired brain injury | ✓ Stroke |
| ✓ Dementia | ✓ Spinal injury |
| ✓ Physical disability | ✓ Mental health conditions |
| ✓ Learning disability | ✓ Cerebral palsy |
| ✓ Autism & Asperger's | ✓ Complex orthopaedic injury |
| ✓ Parkinson's disease | ✓ Epilepsy |

KEY SKILLS & EXPERIENCE

- | | |
|-----------------------------------|---|
| ✓ Best Interest & Mental Capacity | ✓ Deprivation of Liberty Safeguards |
| ✓ Managing challenging behaviour | ✓ Securing statutory provisions and funding |
| ✓ Advocacy | ✓ Facilitating discharge |
| ✓ Coordinating care and MDTs | ✓ Working with clients with complex needs |

Since joining RWW, Sue has worked with a variety of clients with diverse needs and conditions, adapting her approach according to the individual client. She is compassionate and determined to deliver the best service and has supported clients to face and overcome physical, practical and emotional issues.

Sue is skilled at building good working relationships with her clients, their families and other professionals. She has extensive experience of the statutory services and is able to advocate for her clients to ensure they receive the best service possible. She has expertise in identifying and coordinating resources and support staff to achieve the best outcome, always listening to what the person at the centre of the assessment is saying. She is a good listener and believes communication is key to the role of case manager.

Sue sets realistic, effective and time-specific goals and has extensive skills and experience in setting up of 24-hour care packages, working within multidisciplinary teams and challenging decisions where necessary. She is confident and skilled in consulting and instructing the most appropriate therapists and other professionals to best support her clients.

Sue has an empathetic and diplomatic but resolute approach and has worked successfully with clients and families with challenging behaviours, building good long-term working relationships with them. She promotes the enhancement of long-term self-management wherever possible.

Sue respects and values the roles of all involved in both the legal and social process and ensuring that all work together for the good of the client.

PREVIOUS EXPERIENCE

Over her career in social work, Sue gained extensive experience working with wide variety of vulnerable adults including those with dementia, stroke and post-stroke, learning disability, neurological conditions and acquired brain injury.

She has experience of working in both community and hospital settings including stroke wards and rehabilitation hospitals and played an active role in hospital discharge. This involved working collaboratively with other health and community professionals and advocating strongly for the needs of the individual, which helped her to develop excellent communication skills.

In her previous roles, Sue implemented and managed complex packages tailored to meet the person's individual needs and support them to maintain their independence in the community.

Sue managed a team of social workers and occupational therapists and mentored and supported staff to deliver a person-centred service. She also has experience of jointly assessing for CHC funding and has worked as a Best Interest Assessor under DOLS, where she successfully overturned decisions in order to support the client where appropriate.

PROFESSIONAL QUALIFICATIONS

- Certificate of Qualification in Social Work (Chiltern College) 1977
- BA Social Work (University of the West of England) 2009
- BA Deprivation of Liberty Safeguards (University of the West of England) 2010

CAREER HISTORY

- **Somerset County Council, Adult Social Care**
 - Locality Lead /Senior Social Worker 2017 – 2019
 - Advanced Practitioner/Senior Social Worker & DoLS Best Interests Assessor 2010 - 2017
 - Adult Social Worker 2004 – 2010
- Slough Borough Council - Social Worker 2002 – 2004
- Parkinson's Society - Welfare Visitor 2001 – 2002
- Slough Borough Council - Social Worker (part time) 1985 – 1993

PROFESSIONAL MEMBERSHIPS

- Social Work England
- BABICM – British Association of Brain Injury and Complex Case Management



OTHER ACTIVITIES

Sue enjoys a rural life, caring for her two rescue dogs, numerous cats and two horses. She helps fundraise for a local horse charity and previously ran an animal charity in Somerset.

"Sue was absolutely fantastic to work with and we built up a strong working relationship very quickly. I could not have managed the clients complex situation & needs without her. By far the best CM I have ever worked with"

CONTACT

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