



Based In: Cambridge
Background: Social Work
RWW role: Case Manager – Adults and adolescents

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 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

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| ✓ Spinal cord injury including autonomic dysreflexia | ✓ Amputations including osseointegration |
| ✓ Acquired brain injury | ✓ Cerebral palsy |
| ✓ Traumatic brain injury | ✓ PTSD |
| ✓ Complex orthopaedic injuries | ✓ Learning disability |
| ✓ Stroke /CVA | ✓ Dementia |
| ✓ Complex mental health conditions | ✓ Autism |
| ✓ Post concussion syndrome | ✓ Complex regional pain syndrome |

KEY SKILLS & EXPERIENCE

- ✓ Working with clients with multiple complex physical and mental health needs
- ✓ Facilitating complex discharges from hospital
- ✓ Securing statutory funding and developing links with the third sector to benefit clients
- ✓ Working with clients in a rehabilitation setting
- ✓ Crisis management
- ✓ Providing practical and emotional support to distressed clients and families
- ✓ Advocacy
- ✓ Working with elderly clients

Andie has over 17 years' experience of working with clients with a wide range of complex physical and mental health needs. Andie strives to promote a client's quality of life and maximise their potential. She advocates for her clients and considers all aspects of their life, enabling and promoting opportunities and inclusion. She has a proven ability to develop a good rapport with clients and their families.

Andie is able to cover a wide geographical area including Norfolk, Suffolk, Essex, Hertfordshire, Bedfordshire, Hampshire, Kent and the Isle of Wight.

PROFESSIONAL QUALIFICATIONS

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| • BA (Hons) Social Work (Anglia Ruskin University) | 2007 |
| • Access Psychology - Distinction (Cambridge Regional College) | 2004 |

PROFESSIONAL MEMBERSHIPS

- SWE - Social Work England
- BABICM - British Association of Brain Injury & Complex Case Management



"Everything is looking up and it's all down to you. I am so lucky to have you by my side and supporting me the right way, you're a star" - Client feedback 2023

CAREER HISTORY

DMRC Headley Court / Stanford Hall

2018 - 2021

Senior Specialist Social Worker - Complex Trauma

Andie offered a Specialist Hospital Social Work Service to military patients with complex physical and psychological trauma. She worked as part of a multi-disciplinary clinical team, supporting injured service personnel towards successful rehabilitation back to maximal possible health and/or operational fitness.

Andie conducted thorough assessments of patients' and carers' needs and associated issues, devising and implementing holistic care plans. She provided counselling, advice, and practical help, acting as an advocate when required. She undertook social case management and

Andie developed her skills identifying risks such as significant emotional red flag conditions or deteriorating mental health and alerted the Mental Health Team when needed. She managed and took action on a wide range of issues affecting patients or their families ensuring appropriate interventions were implemented and facilitating an effective and seamless handover, particularly of vulnerable service leavers.

Addenbrooke's Hospital - Cambridge County Council

2008 - 2017

Experienced Social Worker and Safeguarding Lead Practitioner

Andie worked in the Discharge Planning team, undertaking strengths-based assessments and care planning, including complex case work and Adult Protection. She worked closely with service users and their carers to ensure provision of a high-quality service. She undertook skilled hospital discharge planning, liaising with internal and external agencies, both Governmental and Third Sector to ensure patients in need of support had rapid access to appropriate support and resources.

Andie worked on the DME (Department of Medicine for the Elderly) wards for 4 years, where she developed extensive knowledge of the needs of older people and supporting those with age related conditions, including varying stages of dementia.

She spent a further 4 years on the acute stroke and neurological rehabilitation wards, working with services users with acquired and traumatic brain injuries and developing specialist knowledge of the cause and effect of stroke. She also worked with complex injuries on the major trauma ward and for 12 months in a community rehabilitation hospital.

Andie completed social care assessments, submitted cases to the local authority panel for funding agreement, conducted Mental Capacity assessments and regularly undertook assessments and participated in Decision support tool meetings for CHC funding. She worked in collaboration with the learning disability, physical disability and community mental health teams.

Andie was responsible for the supervision of staff and acted as onsite supervisor for student social workers.

Age Concern - Social work student

2006 to 2007

Andie worked with a client group of predominantly over 65's, many with a range of mental health and learning difficulties, both in the day centre and in the community. She also worked alongside the Older Carer support, offering support and advice to carers and undertaking carers assessments for the PCT.

Signet Court, Cambridge – Social work student

2005 to 2006

Andie worked with service users with a variety of complex issues including substance misuse and self-harm, undertaking assessments, facilitating family group conferences and arranging Child in Need meetings. She co-worked child protection cases, supervised contact and contributed to reports.

She also worked with the fostering and adoption team and was case worker for a stepparent adoption.

SSAFA Forces Help

2002 to 2005

Community Volunteer Coordinator

Andie worked to establish a volunteer project and promote the services offered to the local service personnel and their families. She recruited and supervised volunteers and took referrals from a range of sources, undertaking assessments and implementing the correct intervention strategy, involving other agencies where needed.

Contact

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