



LYNN HANCOCK

CASE MANAGER

SNAPSHOT

Lynn has 18 years' experience working as a Case Manager with a wide variety of clients, both children and adults in pre and post settlement cases. She has worked with clients with a range of complexities including acquired brain injury, spinal injury and other complex poly trauma providing personalised support throughout all phases of their rehabilitation, giving thorough consideration towards clients' social, educational and vocational needs.

EXPERIENCE

Lynn qualified as a registered nurse in 1980 and worked within the NHS gaining experience in isolation nursing, high dependency, paediatrics and the elderly. She later moved to the private sector working with clients within their own homes and in mental health, where she developed a keen interest in clients with brain and spinal cord injuries. Lynn later became Matron Manager of a 30 bed nursing home, responsible for the day to day management of the home and liaison with social services and all other involved agencies.

In 2000, Lynn joined the interdisciplinary team at Priory Highbank Neuro-rehabilitation Centre Children's unit specialising in the rehabilitation of children who had acquired brain injuries, spinal injuries and complex care needs including children requiring long term ventilation. As a senior nurse she was responsible for maintaining high standards of patient care; contribution to case conferences; teaching and assessment of learners and mentorship of foreign nurses. Following the closure of the unit in 2004, Lynn managed a team caring for a ventilated adult with a spinal cord injury, who had recently moved into his own home. She was actively involved in writing, updating and implementing policies and procedures and training staff to meet CQC standards: she liaised regularly with the PCT, medical staff and personnel throughout the health services.

Lynn's case load includes pre and post litigation clients, and adult and paediatrics clients, with differing needs ranging from minimal support to clients requiring 24 hour care including nursing support. This includes a great deal of management of care staff and liaison with family members, education, statutory services and independent therapists. Lynn works closely with Finance Deputies to facilitate financial planning including where necessary coordinating assessments to secure statutory funding on behalf of the client.

Lynn's role also involves assisting clients to move into specially adapted property, from house purchase to completion and reviewing client's equipment on a regular basis and where necessary referring to an occupational therapist for assessment.

Throughout her career Lynn has been heavily involved with the recruitment and management of staff and this continues in her role as a Case Manager.

MEDICO LEGAL EXPERIENCE

Lynn has provided written statements and information for use in litigation proceedings; this has included attending meetings with Counsel.

CONTACT

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✚ SPECIALISMS

- Adults
- Paediatrics
- Acquired Brain Injury Spinal Injury Complex Poly Trauma
- Management of rehabilitation programmes
- Management of care packages

✚ QUALIFICATIONS

- Adult Nursing

✚ MEMBERSHIPS

- Member of British Association of Brain Injury Case Managers (BABICM)