



Based In: Hertfordshire
 Background: Occupational Therapy
 Joined RWW: June 2025
 RWW role: Case Management
 Works with: 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	✓ Complex orthopaedic injury
✓ Cerebral palsy	✓ Learning disability
✓ Spinal injury	✓ Auditory & visual impairment
✓ Amputations	✓ Neurodiversity
✓ Mental Health	

KEY SKILLS & EXPERIENCE

✓ High risk clients	✓ Assessing mental capacity
✓ Equipment & environmental adaptations	✓ Securing statutory funding

Engela is a highly experienced clinician with a robust background in trauma and orthopaedics. Her extensive clinical experience has given her a deep understanding of the complexities involved in treatment, recovery, and promoting patient independence.

As an Occupational Therapist, Engela has worked across a wide range of clinical and community settings, gaining valuable experience in medico-legal assessments, case management, and handling diverse and complex caseloads. She is passionate about helping clients achieve their highest level of independence and potential, often through the use of specialist equipment, adaptations and assistive technology.

During the COVID-19 pandemic, Engela was part of the Community Therapy team focused on admission prevention. She worked with clients across a wide age range and with diverse medical conditions and found the high-pressure and demanding caseload deeply rewarding, being able to support patients in their own homes. This role required a high degree of adaptability, with each care plan uniquely tailored to the individual's needs and circumstances. Her ability to quickly assess and respond to varied clinical presentations was crucial in delivering effective care, building trust, and achieving positive patient outcomes.

PREVIOUS EXPERIENCE

For the past three years, Engela has worked in case management as part of a multidisciplinary team. Through this role, she has worked with a broad spectrum of injuries and conditions, further deepening her clinical knowledge and skillset. She has been responsible for: -

- Conducting in-person assessments of patients' physical and mental health needs post-injury;
- Developing and coordinating individualized treatment and care plans for patients and their families;
- Serving as the central point of communication among therapists, care providers, administrative staff, and family members;
- Managing referrals, appointments, and maintaining comprehensive, up-to-date records;
- Continuously reassessing patients' needs and adapting care plans to ensure optimal outcomes

PROFESSIONAL QUALIFICATIONS

- Batchelor in Occupational Therapy 1995

CAREER HISTORY

- Medicess Limited – Rehabilitation Case Manager 2022 – 2025
- Locum Occupational Therapist for NHS Trusts July 2019 – May 2022
 - ❖ West Hertfordshire
 - ❖ Potters Bar Community
 - ❖ Hertfordshire Community
 - ❖ Upper & Lower Lea Valley Integrated Community Team
- Welwyn Hatfield Borough Council – Scheme Co-ordinator 2009 – 2019
- NHS Band 7 Occupational Therapist 2004 - 2009
 - ❖ Orthopaedics
 - ❖ Medical
 - ❖ Discharge Co-ordinator
- Benita Crouse Private OT Practice - Cape Town 2000 – 2004
 - ❖ Insurance and Medico Legal Expert
- Self-Employed Occupational Therapist 1998 – 2000
- South African Medical Corps, II Military Hospital, Cape Town 1996 - 1998
 - ❖ Junior Occupational Therapist

Expert in Medico-Legal – 2009 - 2013

Engela also has experience as a Medico Legal Expert Witness through Bush & Co

Engela is committed to delivering holistic, patient-centred care, and thrives in dynamic, collaborative environments.

PROFESSIONAL MEMBERSHIPS

- HCPC – Health & Care Professions Council
- BABICM – British Association of Brain Injury & Complex Case Management
- CMSUK - Case Management Society



CONTACT

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