



Jenny Marchand

Complex Case Manager (OT)

PROFESSIONAL QUALIFICATIONS

- BSc in Occupational Therapy (First Class Honours) 2010

CURRENT MEMBERSHIPS

- BAOT
- HCPC
- British Dyspraxia Foundation
- Mind's Professionals
- BABICM
- Parkinson Disease Society
- Dementia Friend

GEOGRAPHICAL COVER

- London



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SNAP SHOT

Jenny is a highly motivated and client-centred Senior Practitioner Occupational Therapist with over 15 years' experience across acute, community, housing, and adult social care settings. She is recognised for her ability to think creatively and "outside the box" to design effective, tailored solutions that enable clients with complex physical, neurological, and mental health needs to live safely, independently, and with dignity.

Her expertise includes comprehensive functional assessments, rehabilitation planning, risk management, housing adaptation reports, and the commissioning, review, and optimisation of packages of care (POC). Jenny has extensive experience in safeguarding, mental capacity assessments, and best-interest decision-making, ensuring that care plans are not only clinically robust but also legally compliant and cost-effective.

She is a proven multidisciplinary team leader and collaborator, skilled at bringing together health, social care, and legal professionals to deliver joined-up, outcome-focused rehabilitation. Alongside her statutory sector leadership role within a London local authority, Jenny works in private practice as an expert witness, producing CPR-compliant OT and care reports and providing quality assurance for therapists. This combination of clinical expertise, strategic leadership, and medico-legal awareness makes her ideally placed for complex injury case management roles where rehabilitation outcomes and client safety are paramount. She is bilingual in French and English, with conversational Spanish, enabling effective engagement with diverse clients and stakeholders.



SPECIALIST AREAS

- Specialist assessment and report writing for adults, older adults, and young people aged 15+
- Complex physical trauma and catastrophic injury
- Complex case management and holistic rehabilitation
- Traumatic brain injury and other neurological conditions
- Acquired cognitive impairments and mental health needs
- Complex moving and handling assessment and planning
- Specialist seating assessment and recommendations
- Housing assessments and reports, including major and minor adaptations
- Designing individualised care and rehabilitation plans, including care costings
- Recruitment, interviewing, and selection of care staff
- Multidisciplinary team (MDT) working, organising, and chairing meetings
- Comprehensive care and support plan provision
- Safeguarding adults, older adults, and young people aged 15+

EXPERIENCE

I am an HCPC-registered Occupational Therapist with over 15 years' experience across acute, community, housing and adult social care settings, working with young people (15+), adults, older adults and with complex physical disabilities, neurological conditions, acquired brain injury, orthopaedic trauma, cognitive impairment and mental health needs.

I have medico-legal experience as an OT and Care Expert Witness, preparing CPR-compliant reports for complex and catastrophic injury cases. I carry out detailed, holistic functional assessments and provide clear, evidence-based recommendations that reflect both clinical need and the client's personal goals. I am recognised for my ability to think creatively and "outside the box", often finding resourceful solutions that enable independence, safety and improved quality of life.

Alongside my clinical work, I have developed strong case management expertise. This includes assessing for, designing and commissioning individualised care packages; managing rehabilitation programmes; recruiting, supervising and monitoring care staff; managing budgets effectively; ensuring quality and safety through ongoing review; and coordinating all aspects of care delivery. I am highly experienced in safeguarding, chairing and contributing to best-interest and multidisciplinary meetings, and liaising effectively with statutory, private and voluntary services to ensure joined-up provision.

I also provide quality assurance for other therapists' reports, ensuring accuracy, clinical relevance and compliance with medico-legal standards. In leadership roles across statutory and private sectors, I have managed and supervised multidisciplinary teams, allocated workloads, overseen complex cases and supported staff development through regular supervision and coaching.

My specialist expertise includes housing assessments, major and minor adaptations, complex moving and handling, specialist seating, and the commissioning, review and optimisation of packages of care.

My career spans acute hospital work, community rehabilitation, cognitive impairment services and intermediate care. I bring a resourceful, solutions-focused approach, working collaboratively with clients, families, and professionals to achieve the best possible outcomes.

I am bilingual in French and English, with conversational Spanish, enabling me to engage effectively with clients and professionals from diverse backgrounds in both national and international contexts.

