



HELEN FRANCIS

CASE MANAGER

QUALIFICATIONS

ITU course (Master's level)
BSc (Hons) in Nursing
Mentorship (ENB 998)
Diploma of Higher Education (Adult Nursing)

AGES COVERED

Children and Adults

SPECIALISMS

Nurse Consultant
Assessment and Planning
Paediatric & Adult Brain Injury
Litigation & Medico-Legal reports
Rehabilitation
Employment Law
Complex care planning
Capacity assessments
EHCPs and SEN outcomes

LOCATIONS

Kent, Essex, Sussex, London

MEMBERSHIPS

NMC
BABICM



BIOGRAPHY

Helen is an experienced Nurse Consultant with over 25 years of clinical practice, specialising in the assessment, coordination, and delivery of complex rehabilitation and care packages for both children and adults with brain injuries. She brings a high level of expertise in assessment of acute and chronic disabilities.

Her experience includes paediatric and adult brain injury case management, multidisciplinary team coordination, and the preparation of litigation and medico-legal reports. Helen has extensive knowledge in safeguarding, risk assessment and management, capacity assessments, and best interest decision-making. She works closely with families, support staff, legal teams, and healthcare professionals to ensure care plans are robust, responsive, and person-centred.

Helen is highly skilled in rehabilitation goal setting and outcome monitoring, ensuring that therapeutic interventions are targeted, timely, and aligned across disciplines. She has significant experience in employment law matters related to care provision, including staff supervision, HR liaison, and managing complex care teams.

A core area of Helen's expertise lies in supporting children and young people with cerebral palsy and other neurodevelopmental conditions. She has a strong track record in facilitating Education, Health and Care Plans (EHCPs) and SEN outcomes, including for clients diagnosed with ADHD and ASD. This includes designing and implementing bespoke educational and therapy packages to promote inclusion, access to learning, and social development.

BIOGRAPHY continued...

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CASE MANAGER



BROWNBILL
CASE MANAGEMENT SERVICES

BIOGRAPHY continued

One such example involved establishing a 1:1 support and tailored therapy programme for a primary school-aged child, enabling safe participation in education, optimal learning outcomes, and the development of meaningful peer relationships.

Helen is recognised for her calm, flexible, and compassionate approach, particularly when supporting families navigating life-changing injuries or diagnoses. She communicates thoughtfully and advocates effectively for her clients, always with the aim of maximising independence, recovery, and quality of life.

Outside of her professional role, Helen enjoys outdoor activities, running, skiing, travelling, and dining out. Her primary focus remains supporting her family alongside her professional commitments.

TESTIMONIALS

Helen was involved in a case with a young lady with extremely complex needs. Helen was supportive to the multidisciplinary team and always made herself available. She was caring, considerate and professional in her communications and used her good humour and empathy to deal with difficult situations and challenging conversations.

Independent Physio (2023)

Helen and I have worked on a case together for around 1 year. During this time, I've seen that she goes above and beyond to advocate for her clients and their families. She is very empathetic and you can trust that she will do exactly what she says she is going to.

Independent OT (2025)

Helen is a very caring case manager and is the partner I didn't know I needed in advocating for my son. As a mother herself, I feel she really appreciates the parent's perspective in our unique situation. Helen is assertive and relentless in making things happen for my son yet manages to do this in the most sweet and polite manner.

I am glad to have Helen on our team. Highly recommended.

Parent (2025)