

MONICA OKEY

Case Manager

📍 North East and Yorkshire

Snapshot

With 17 years of experience within the NHS and the private sector, Monica has progressed from a foundational Physiotherapist to a Senior and Clinical Lead specialist.

Her career is defined by a strong commitment to highly complex adult physical disabilities and rehabilitation alongside a history of leadership in clinical excellence.

Monica utilises a dedicated and holistic approach to care. She believes that rehabilitation is most successful when the individual needs of each client are deeply understood, allowing her to empower them both physically and mentally throughout their journey to meeting their goals.

Professional Qualifications

BSc (Hons) Physiotherapy, First-Class Honours, 2:1

Memberships

- Health and Care Professions Council (PH92351)
- Chartered Society of Physiotherapy
- British Association of Brain Injury and Complex Case Management (BABICM)



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Specialist Areas

- Neurorehabilitation
- Acquired Brain Injury
- Multi-trauma and Orthopaedics
- Spinal Cord Injury
- Postural Management
- Respiratory Rehabilitation
- Long Term Conditions
- Frailty Management and Rehabilitation
- Client Centred Goal Setting
- Multidisciplinary Team and Multi-Agency Working

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Experience

Since qualifying as a Physiotherapist in 2009 from York St John University, I have built an extensive career, predominantly within the NHS and community settings. With 17 years of experience in rehabilitation and community services, I have developed a strong skill set encompassing both expert clinical practice and operational management.

During my time studying, I undertook a voluntary clinical placement in Ghana, providing rehabilitation within hospital settings and delivering urgent first aid in schools. This experience was foundational in developing my ability to adapt clinical interventions to challenging environments and diverse cultural needs.

In 2009, I commenced my professional practice with Middlesbrough, Redcar and Cleveland Community Services. As a graduate Physiotherapist, I worked across Care of the Elderly Rehabilitation wards and community settings, gaining a strong grounding in multi-disciplinary working and becoming competent in completing holistic functional assessments to facilitate safe discharges.

By 2012, I progressed to a Senior Rotational Physiotherapist role within South Tees Hospitals NHS Foundation Trust. My clinical rotations included Acute Care for Care of the Elderly at James Cook University Hospital, Intermediate Care providing rehabilitation at the Middlesbrough Intermediate Care Centre and Community Rehabilitation, delivering treatment programmes in clients' own homes and residential settings within Redcar and Cleveland locality.

During this period, I developed a clinical specialisation in complex neurological rehabilitation, managing conditions such as Multiple Sclerosis, Parkinson's Disease, MND, and Stroke, as well as Acquired Brain and Spinal Cord injuries. I became the trust's community lead for postural management, and in 2013, our team received an award for service development for clients with complex needs.

In 2016, I also expanded my clinical scope by undertaking an extra private physiotherapy role for two years at Marske Hall (Leonard Cheshire Disability). In this specialist care home environment, I provided targeted interventions for adults presenting with complex physical disabilities, further refining my skills in long-term disability management and enhancing the quality of life for residents through tailored rehabilitation.

My extensive background in community health has fostered a holistic, client-centered approach. I prioritise building strong therapeutic rapport to facilitate meaningful goal setting, ensuring rehabilitation focuses on what is most important to the individual. Often acting as the primary professional contact, I have extensive experience coordinating multi-disciplinary care and signposting to statutory and third-sector services to optimise client outcomes.

Since 2022, I served as the Clinical Therapy Team Lead for the Hambleton and Richmondshire Community Therapy Team, a dual role where I balanced a specialist clinical caseload with the operational leadership of a multidisciplinary team of Physiotherapists, Occupational Therapists, and therapy assistants.

Experience

My management responsibilities encompassed full operational oversight, including recruitment, workforce planning, and rota management, alongside a dedicated focus on quality improvement through service audits and clinical supervision.

I was deeply involved in service development, where I utilised gap analysis and stakeholder engagement to manage waiting lists and ensure the long-term sustainability of our care pathways.

Committed to continuous professional growth, I further strengthened my leadership and clinical expertise by completing the Brené Brown 'Dare to Lead' course in 2025 and the Enhancing Care of the Older Person competency framework in 2026

I joined CCMS as a Case Manager in May 2026, bringing transferable skills in undertaking high-quality holistic assessments and coordinating complex care and rehabilitation plans.

I utilise my clinical expertise to monitor and evaluate services that meet a client's health, social care, vocational, and recreational needs, ensuring quality, cost-effective outcomes while guiding families through life-changing events.