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Justine Jennings

Case Manager

Qualifications:

BSC (Hons) Occupational Therapy – 1997

Registered Bodies:

Health Care and Professions Council (HCPC): OT27743

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

Experience:

I graduated from Oxford Brookes University in 1997 and have over 20 years' experience practicing as an Occupational Therapist in both health and social care. Earlier in my career I worked in various health care settings gathering experience in elderly rehabilitation, rheumatology, neuro rehabilitation, vascular surgery, oncology, ICU and orthopaedics. I then gained a Senior Occupational Therapist role specialising in neurology at James Cook University Hospital. During this time my role involved both assessment and rehabilitation care planning and facilitating complex hospital discharges for clients with varying neurological conditions ranging from degenerative neurological conditions such as Motor Neurone Disease and Spinal Cord injury to clients with PVS/locked in syndrome. During this time I worked as a member of the Motor Neurone Disease Care Team at James Cook University Hospital. This was an MDT approach (Consultant Neurologist, Respiratory Physician, Physiotherapist, Speech and Language Therapist, Dietician, Specialist Nurse Practitioner and OT) to managing complex clients with MND. The purpose of the team was to manage care for clients with MND bridging the gap between hospital and community. As part of this team we won the Michelin Award for team working.

I left this post to pursue a career in social care and joined Stockton Borough Council in 2001. I worked as an Occupational Therapist in the community delivering high quality assessments and interventions. This included working across the life stages of both adults and children. I have extensive experience in carrying out assessments with adults with varying medical conditions and co-morbidities. My assessment skills are vast and I have extensive experience carrying out functional assessments, moving and handling risk assessments, postural seating, mental capacity assessments and prison based assessments. I have led and worked with many MDT's to co-ordinate rehabilitation and maximise independence goals for clients with ongoing care management needs in the community.

I also carried out a secondment to the role of Paediatric Occupational Therapist in social care. I gained extensive experience of assessing and working with children with a wide range of complex needs including children with cerebral palsy, children born with genetic disabilities, terminally ill children and children with behavioural needs. I have liaised with social workers, early intervention teams and schools in order to assess and provide specialist equipment to meet needs of children in need.

During my time at Stockton, I spent two years managing the Rosedale Rehab Unit, an assessment unit post hospital discharge for clients requiring ongoing rehabilitation prior to discharge home. My role was carrying out functional needs assessments, planning and implementing rehabilitation treatment programmes, directing support staff to carry out rehabilitation, co-ordinating MDT goal planning meetings and ultimately facilitating discharges home with ongoing care and support.

In 2014 I was appointed as an Occupational Therapy Team Manager, managing and leading a team of both adult and paediatric Occupational Therapists, Therapy Assistants and clerical staff. I managed performance and workload and day to day smooth operation of the team, including allocating work, managing and addressing performance where necessary and supervising/appraising staff. I was the first point of contact for queries from clients and families and other professionals. I handled informal complaints on a regular basis and also investigated formal complaints when necessary. Part of my role was managing the equipment and adaptations budget for Stockton ensuring the best use of resources by my team. I was also responsible for the recruitment of staff ensuring the best calibre of staff were recruited to maximise service delivery to the people of Stockton requiring Occupational Therapy services. Project Management was another part of this role and I successfully led large service development projects. This included the review and development of the Independent Living Centre to deliver multi-disciplinary preventative services from one building. I also led the Review of Double Handed Care Packages project in Stockton - a moving and handling project aiming to reduce the number of carers from 2 to 1 using provision of specialist equipment/techniques.

During my career I have gained an excellent working knowledge of local authority safeguarding procedures for both adults and children.

I have over 20 years of experience working with adults and children with varying presenting problems including physical, cognitive, psychological, social issues and housing needs. I have developed excellent assessment skills and have an expert level of knowledge of specialist equipment and the provision of major adaptations/identifying housing needs. I have worked with clients, families and members of the MDT, professional agencies, Architects and the voluntary sector and have a vast network of contacts within the North East of England.

I joined CCMS in June 2018 as a case manager based on the reputation of the company for delivering high quality specialist and bespoke case management as I felt that this role matches my level of skills, knowledge and experience. I presently work with young adults with various disabilities ranging from acquired brain injury, cerebral palsy and orthopaedic injuries. I have a vast amount of experience of working with both adults and children with spinal cord injury, brain injury, amputee and orthopaedic injury both in the hospital rehabilitation and community settings. I work with clients who have acquired their injuries through personal and serious injury and medical negligence. I currently hold a caseload of both litigation and settled cases. I liaise with the Court of

Protection to manage the finances and best interests of my clients and ensure appropriate rehabilitation and support to meet the needs of those clients and maximise their level of independence. I line manage and deliver clinical supervision to the support teams for my clients and ensure CQC standards are met.

I am able to offer an expert level of knowledge of specialist equipment and major adaptations, moving and handling risk assessment and postural management. My assessment skills, care management experience and extensive MDT working ideally places me in the role of Case Manager. I have excellent communication and leadership skills to build a strong MDT around the client in order to move clients through the rehabilitation process with the aim of maximising independence goals and achieving the best overall outcomes for clients.