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## **Lauren McAvoy** **Case Manager**

### **Qualifications:**

BSc (Hons) Occupational Therapy, 2010 – University of Northumbria, Newcastle

### **Professional Bodies:**

Registered with the Health and Care Professions Council (HCPC): OT61560

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

### **Additional:**

Committee Member of Headway Teesside

Mental Capacity and Deprivation of Liberty Lead for CCMS Ltd.

Trainer – Record Keeping at CCMS Ltd.

### **Experience:**

In 2010 whilst studying for my degree, I worked for County Durham and Darlington NHS Foundation Trust as an Occupational Therapy Assistant. This involved supporting OT staff on Orthopaedic and Stroke wards to deliver therapy and assessments. I was also required to provide and fit equipment in patients' homes.

After graduating later that year, I commenced employment with South Tyneside NHS Foundation Trust as an Occupational Therapist on the Stroke Unit. I became highly competent at completing in depth, holistic assessments, considering how stroke had affected the patient's independence, functional ability and quality of life. I planned and implemented treatment programmes and completed home visits and environmental assessments prior to discharge. In doing so, I became very experienced with assessing the suitability of home environments, problem-solving and recommending adaptations and equipment as required.

In 2012 I was successful in being promoted to a Senior OT position within the same team and became responsible for the supervision and day to day line management of the inpatient OT staff. I also completed the educator's course via Northumbria University and became a clinical educator to student OTs. I worked across the care pathway, covering both the acute inpatient

and community settings. In the subsequent years at South Tyneside, I honed and developed my understanding of acquired brain injury, the principles of neuroplasticity and the benefits of early

rehabilitation. I developed excellent therapeutic relationships with patients and families and with local statutory and charitable services. I was responsible for leading multi-disciplinary team meetings and chairing case conferences, allowing me to develop excellent communication and report writing skills.

My main areas of interest were cognitive dysfunction post stroke and upper limb rehabilitation. I completed further training in both of these areas, taking a particular interest in treating patients with ideational dyspraxia and upper limb spasticity. I completed training in Bobath and Constraint Induced Movement Therapy (CIMT) and always remain keen to learn and develop my clinical knowledge. I was regularly asked to share my clinical practice with my colleagues and was asked specifically to speak and deliver training to both Registrar Doctors at the Trust and at the Regional Stroke Nurses Forum. I was also asked to support leading the CARES group (Carer and Relative Education Sessions) on the ward, which provided opportunity to provide brain injury education to families and carers supporting someone with a stroke.

In 2016 I continued my development of upper limb rehabilitation and accepted a post as a Hand Therapist with North Tees and Hartlepool NHS Trust. This role allowed me to grow and develop new skills and knowledge in an Orthopaedic setting. I worked with both adults and children to treat a range of chronic and traumatic conditions affecting the hand and wrist such as arthritis, fractures and tendon repairs. This involved making bespoke thermoplastic splints, providing home exercise programmes and advising on activity modification to support rehabilitation. During this time, I was successful in achieving a British Association of Hand Therapists Level 1 Accreditation and developed my understanding of upper limb anatomy to a much greater depth.

In 2017 I joined CCMS as a Case Manager as I desired to work again in the field of neurorehabilitation. My experience as an OT compliments the role of Case Manager extremely well and enables me to utilise my skills in rehabilitation to support clients who have sustained life-changing injuries. I am able to employ my assessment skills and consider clients holistically, whilst working efficiently and pragmatically in order to plan, deliver and manage their rehabilitation package alongside the multi-disciplinary team.

I presently hold a mixed caseload of both children and adults with various disabilities including acquired brain injuries and orthopaedic injuries. I work with clients who have acquired their injuries through personal and serious injury and medical negligence, and I hold a mix of litigation and settled cases, both on single and joint instruction. I have experience supporting my clients through the litigation process, providing witness statements and supporting them at case conferences and

settlement meetings. I have experience working with clients with significant emotional and behavioural changes and supporting them with this. Since joining CCMS I have become highly

proficient in completing detailed initial needs assessments, costings reports, case management plans and care plans. I am also experienced in coordinating multi-disciplinary teams tailored to my clients and overseeing the same. I also undertake bespoke support worker recruitment for my clients; interviewing, managing and supervising support workers in their employment.

I develop an excellent rapport with my clients, nurturing a therapeutic relationship with them to build a trusting, working partnership to support them to get the most from their rehabilitation. My understanding of brain injury and neuroplasticity means that I understand the necessity for timely, skilled care in order to maximise a client's recovery. I seek to see clients empowered, fulfilled and achieving their potential.