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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:

Trustee of Headway Teesside

Mental Capacity and Deprivation of Liberty Lead for CCMS Ltd.

Guest Speaker – University of Northumbria, Newcastle

Trainer – Record Keeping at CCMS Ltd.

Experience:

In 2007 I commenced my training as an Occupational Therapist. Whilst on practice placement in 2009, I was successful in securing a paid position as an Occupational Therapy Assistant with County Durham and Darlington NHS Foundation Trust. This role enabled me to work across Orthopaedic settings, supporting patients pre and post elective surgeries, conducting Environmental Visits and supplying equipment. In addition, I was able to work on the Stroke Rehabilitation Unit, supporting patients in their physical rehabilitation to promote independence and maximise recovery. I was required to be dynamic, flexible and work across 3 hospital sites as well as in community settings. I continued working whilst studying for my degree, and successfully qualified as an Occupational Therapist in 2010.

I then commenced employment with South Tyneside NHS Foundation Trust 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 successfully promoted to Senior OT 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. I also treated patients with a range of other neurological conditions and supported patients in palliative care on end-of-life pathways.

In my years at South Tyneside, I honed and developed my understanding of acquired brain injury, the principles of neuroplasticity and the benefits of early rehabilitation. My main areas of interest were cognitive dysfunction and rehabilitation 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 dysfunction. I also 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. 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.

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 develop my musculoskeletal knowledge of the upper limb. 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 that involve orthopaedic and acquired brain injury. 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 hold a mixed caseload of litigation and settled cases, working with both adults and children. I work with clients who have acquired their injuries through personal serious injury or medical negligence and have worked on both a single and joint instruction basis. I have experience supporting my clients through the litigation process, providing witness statements, supporting them at case conferences and settlement meetings, as well as preparing for trial.

Since becoming a Case Manager I have become highly proficient in completing detailed, high quality initial needs assessments, costings reports, case management reports and care plans. I am experienced in coordinating multi-disciplinary teams (MDTS) tailored to my client's needs and providing robust, detailed MDT records. I also undertake bespoke support worker recruitment for my clients; interviewing, managing and supervising support workers in their employment. I have also supported clients to find alternative housing and worked with architects to arrange modifications to properties to ensure that client accommodation needs are met.

I have experience working with clients with significant challenging behaviour as a result of brain injury. I am experienced in the careful coordination and management of therapy and care packages for these clients; ensuring a collaborative approach to implementing neurobehavioural management plans, enabling clients to be safely supported and maximise their rehabilitation potential. I also work closely to support the families, develop professional relationships and ensure that they too feel supported.

In 2017 I joined Headway Teesside as a committee member. In my role with Headway I provide support at drop-in sessions, helping to facilitate groups and planned activities. I also provide advice, signposting to appropriate organisations and have assisted service users with general enquiries and how to apply for financial support.

I am the Mental Capacity and Deprivation of Liberty Lead for CCMS. This role involves writing and developing the company's protocols for mental capacity assessments, best interest decisions and deprivation of liberty safeguards. I provide information and guidance to my colleagues and support in requesting Deprivation of Liberty orders within community settings as necessary.

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.