

JOANNE PROFFITT

Senior Case Manager

📍 Northeast

Snapshot

Joanne (Jo) has over 30 years' experience of working as an Occupational Therapist and over 8 years' experience as a Case Manager. Jo supports her clients to achieve their goals and to have the best quality of life possible, ensuring MDT's and support packages are clearly focused and working effectively.

Professional Qualifications

BSc (Hons) Occupational Therapy
1995

Experience

After graduation, I started my Occupational Therapy career in South Tees Community and Mental Health NHS Trust on a basic grade rotation. I gained experience in elderly rehabilitation, acute mental health and in-patient neurological rehabilitation. In my final rotation I carried out rehabilitation with patients with spinal cord injury, progressive neurological conditions and traumatic brain injury. This was an excellent opportunity to gain experience and skills in the assessment and rehabilitation of neurologically impaired patients.

In 1997 I took a post as a Senior Occupational Therapist with City Hospitals Sunderland NHS Trust. During this employment I worked on an in-patient neurological rehabilitation unit. I was able to attend various courses in this field and develop skills in providing intervention to patients with progressive neurological conditions, traumatic brain injury and stroke. I also gained experience in carrying out sensory assessments with patients who had prolonged disorders of consciousness.



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Specialist Areas

- Acquired Brain Injury
- Challenging Behaviours
- Neurorehabilitation
- Spinal Cord Injury
- Cognitive Impairment
- Stroke
- Long term conditions
- Client-centred goal setting
- Multidisciplinary and multi-agency working

Memberships

- BABICM
- Health and Care Professions Council

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Experience (continued)

I moved to a new role in 2003 working for South Tyneside NHS Foundation Trust as a Senior Occupational Therapist within the community stroke team. I became skilled in assessing and treating patients in their home environments and assisting them to be as independent as possible. I gained experience in assessing environmental adaptations and equipment to enhance quality of life.

In 2006 I was promoted to Lead Occupational Therapist for both the community and in-patient stroke service for South Tyneside. I worked across the care pathway, developing skills in acute and rehabilitation in-patient care and community rehabilitation. I developed my clinical skills further, planning complex discharges and developed a special interest in cognitive assessment and rehabilitation. I further enhanced my verbal and written communication skills, leading case conferences and multi-disciplinary reviews.

My role developed further in 2013 and I became the Safe Care Lead for the Community Stroke Team. This involved the leadership of the growing interdisciplinary community stroke team alongside my existing clinical and managerial roles. I took a lead role with safeguarding and mental capacity issues. I continued to advance my understanding of acquired brain injury, neuroplasticity and its impact upon rehabilitation. I kept up to date with evidence-based practice by attending courses and shared learning with the wider team by delivering training. I built excellent therapeutic relationships with patients and families, enabling them to maximise their recovery.

In 2018 I joined CCMS as a Case Manager. I hold a mixed caseload of both adults and children with various disabilities including Acquired Brain Injuries, Spinal Cord Injuries and Cerebral Palsy. My clients have acquired their injuries through medical negligence or personal and serious injury.

I have considerable experience of working with clients with severe cognitive and physical impairment, including those with challenging behaviours. I am skilled in carrying out capacity assessments and best interest decisions alongside relevant MDT members. I hold a mix of both settled and litigation clients and have worked on both a single and joint instruction basis. I have experience of supporting clients and their families through the litigation process, for example, providing witness statements and attending expert witness appointments and joint settlement meetings. I enjoy using my assessment skills and understanding of the multi-disciplinary role to enhance recovery and quality of life. I take a proactive approach, utilising problem-solving skills to work holistically with clients and their families.

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Experience (continued)

I have a great deal of experience of managing client support teams that provide 24/7 and both 1 to 1 and 2 to 1 packages of care. I have supported a number of clients to take part in independent living trials and to transition from an in-patient or residential setting to living in their own home. I endeavour to support my clients to engage in positive risk taking where appropriate, alongside appropriate MDT members. I undertake bespoke recruitment of directly employed support staff to meet my client's individual needs and ensure they receive high quality, individualised training and supervision. I have supported numerous clients with sourcing and adapting properties to meet their specific needs, working with architects and appropriate MDT members to future proof any plans.

I attend relevant training opportunities to ensure I keep up to date with evidence-based practice and new research within my field of work. I take a lead role in promoting and sharing learning with my colleagues within CCMS. I am responsible for the support worker training for Acquired Brain Injury, Record Keeping and Effective Supervision at CCMS.