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Getting it Right



Meeting complex support needs to enable unique lives

Thursday
19th September 2019

Royal Bristol Marriott Hotel
College Green, Bristol, BS1 5TA



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Getting it Right

Meeting complex support
needs to enable unique lives

Draft Programme

09:00 – 09:30 **Registration, tea/coffee, networking and exhibition stands**

09:30 – 09:35 **Welcome from the sponsor**
Rob Antrobus, Partner, Enable Law

09:35 – 09:45 **Introduction from the conference Chair**
Andrew Hannam, Consultant with Enable Law & Mediator

09:45 – 10:25 **Who is making the decisions?**
This presentation will look at the litigation expert angle on care provision and decision making in unsettled cases. It will also examine the experts role, how to overcome differences in opinion or when an experts recommendations aren't practicable. The presentation will also outline the advantages of clear support records and working at a client's pace.
Alison Somek, Occupational Therapist & Care Expert & Jessica Thurston, Occupational Therapist & Care Expert, Somek & Associates

10:25 – 10:55 **Busting the myths and understanding the real challenges of care provision**
An evaluative discussion around the costs, compliance and comparison of direct employment or agency care.
Wren Hooper, Registered Manager, Westcountry Case Management

10:55 – 11:25 **Tea/coffee, networking and exhibition stands**

11:25 – 12:05 **Multidisciplinary team working with complex clients – maximising potential**
This presentation will look at the role and components of effective multidisciplinary team (MDT) working to support the delivery of integrated care with complex clients. It will explore how an MDT approach can provide the necessary scaffolding to help maximise the potential for an individual with an ABI, as well as supporting the needs and development of team members.
Dr Tim Salzman, Consultant Clinical Psychologist, Director of One life Services

12:05 – 12:35 **Getting it right at the coalface**
Anita will talk about the reality of inputting support in real life situations- managing and retaining teams, identifying and overcoming barriers, and dealing with inevitable but nonetheless unexpected crises!
Anita Pascoe, Clinical Lead & Case Manager, Westcountry Case Management

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12:35 - 12:50 SLIDO

12:50 – 13:50 Lunch, networking and exhibition stands

13:50- 13:55 Welcome back by the Chair

13:55 – 14:35 Mental capacity and acquired brain injury - the good, the bad and the ugly

This presentation will be reporting on the extended findings of the BABICM survey of case managers' experiences of working with brain injured clients with mental capacity issues. Results will be reported from a follow-up interview study with case managers. This will be supported with findings from a safeguarding adults review and recommendations and discussion about current practice.

Dr Alyson Norman, Clinical Pathway Lead, Lecturer in Clinical & Health Psychology, Plymouth University

14:35 – 15:05 Positive risk taking – ensuring an empowering approach

This presentation will discuss why positive risk-taking is important to enable people in receipt of support to lead a fulfilling life. Delegates will develop an understanding of how carers can balance positive risk-taking and least restrictive practice whilst still providing safe care. The dichotomy between empowerment and over-protection will be explored.

Deborah Hale, Clinical Support Manager & Case Manager, Westcountry Case Management

15:05 – 15:30 Tea/coffee, networking and exhibition stands

15:30 – 16:10 The view from a professional deputy – the constraints and hidden costs of managing complex care packages

This presentation will look at the challenge of managing budgets and needs post litigation and highlight the sort of additional costs which may arise. It will also provide practical examples of challenges a professional deputy has in managing complex care packages and the interrelations between the deputy and other professionals.

Stacey Bryant, Legal Director & Head of the Court of Protection Team, Enable Law

16:10 - 16:30 SLIDO

16:30 - 16:35 Closing remarks by the Chair

Biographies



Alison Somek

Occupational Therapist & Care Expert, Somek & Associates

Alison Somek is CEO of Somek and Associates, having set the company up in 1997, and having worked in the National Health Service for over 20 years. She is an occupational therapist / care expert and has been writing expert witness reports on care and occupational therapy since the 80s. She has seen the medico-legal environment change dramatically over this period, but has always been passionate about professionalism and independence in her role as an expert witness, and continues to ensure that this, and the integrity of the expert witness, is embodied in the work of the associates and the company as a whole.

Alison is also on the membership committee of the Expert Witness Institute where she is involved in assessing the standards of applicants for membership to the Institute, and she has been instrumental in assisting with re-drafting the code of conduct.



Jessica Thurston

Occupational Therapist & Chief Operations Officer, Somek & Associates

Jessica Thurston is an Occupational Therapist having qualified in 1994, and since 1996 has specialised in poly trauma and amputee management (upper and lower limb) and in the management of the limb deficient child and adult. Jessica has considerable experience of working with individuals who have lost limbs secondary to meningococcal septicaemia and extensive experience of upper and lower limb prosthetics and the application of these to function.

Jessica worked at the Royal Free Hospital from 2005 to 2009 as the Clinical Specialist Occupational Therapist for the musculo-skeletal and Amputee Service. As part of that role Jessica was responsible for a large clinical caseload and provided clinical advice internally and externally to the Trust on complex case management for amputees. Jessica also chaired the Amputee Steering Development Group for the Trust. Prior to this she was the Associate Manager of Occupational Therapy Services at Addenbrooke's Hospital, Cambridge.

In 2002, Jessica joined Somek & Associates as an Occupational Therapy and Care expert and has since written over 300 reports relating to personal injury and clinical negligence cases in respect of care, occupational therapy and loss of service / dependency and wrongful birth claims for both Claimant and Defendant solicitors and on a single joint basis. Jessica has given oral evidence in court on a number of occasions and has completed the Cardiff University Bond Solon expert witness accreditation. Jessica has presented at a number of events on her role as an occupational therapist and expert witness and continues to accept instructions as an occupational therapy and care expert. Jessica is currently the Chief Operations Officer at Somek & Associates, whilst continuing to provide occupational therapy to upper and lower limb amputees on an independent basis as an occupational therapy consultant with PACE Rehabilitation.

Biographies



Wren Hooper BA (Hons)

Registered Manager, Westcountry Case Management Ltd

Wren Hooper has worked for WCM since April 2016 in his role as Registered Manager, ensuring that compliance with our regulator, the CQC, is upheld in all aspects of WCM's work and engagement with our clients. His work includes overseeing directly employed packages for individual clients, as well as liaising with agency providers. He undertakes training and induction of team leaders and runs regular brain injury and other support worker training days. Wren is a strong advocate for meeting high standards in all of the CQC key lines of enquiry, as an indicator of high quality support.

He previously has held roles as a director and registered manager of a private health company initiative which pioneered a specialist support worker approach to work within the brain injury field, partnering with several case management companies. Wren completed his RGN training in 1996 at the Royal Hampshire Hospital and worked both there and also at Southampton General Hospital, primarily in critical care and latterly managing a rehabilitation unit. Wren attempts to approach his work with a vibrant enthusiasm and humour...



Dr Tim Salzman

Consultant Clinical Psychologist, Director of One life Services

Tim is a Consultant Clinical Psychologist and has worked in the NHS and private sector since qualifying in 2002. Tim has a specialist interest in acquired brain injury starting his career at the Rivermead Rehabilitation Centre in Oxford. Over the years, Tim has worked extensively in mental health, learning disability, and most recently led the pain management team at Royal Cornwall Hospital. Tim has maintained his interest in ABI and provides consultancy at a residential brain injury unit, as well as regular case management work. Tim has a particular interest in psychological trauma and adjustment following head injury and serious physical injury. Tim undertakes regular medico-legal assessments and Expert Witness work.

Biographies



Anita Pascoe BSc (Hons) OT

Clinical Lead & Case Manager, Westcountry Case Management Ltd

Anita is an occupational therapist and case manager, who has worked in community rehabilitation and support since 2000, with a passion for working with people who live with acquired brain injury. She is clinical lead at WCM and has an overview of various packages, tricky issues and risks which may arise in the lives of the people we work with.

Anita is an active member of BABICM (British Association of Brain Injury Case Managers), sitting on council and the professional practice and membership subgroup. She has set up, overseen and advised on numerous support packages and is a strong advocate of implementing the best possible standard of support.



Dr Alyson Norman AFBPS, MPsych

**Clinical Pathway Lead, Lecturer in Clinical & Health Psychology,
Plymouth University**

Alyson is a psychology lecturer at Plymouth University in the School of Psychology and a counsellor running her own business in Somerset. She has worked at Plymouth since 2011 and run the MPsych pathway in clinical psychology as well as clinical modules at both undergraduate and postgraduate level.

Her research interests include working with people with long term conditions, particularly those with appearance-altering conditions and brain injuries. Alyson has experience of working with clients and family members of those with acquired brain injuries, both in research and in clinical practice. She is also a trustee for Headway Somerset.

Biographies



Deborah Hale Dip Cot

Clinical Support Manager & Case Manager, Westcountry Case Management Ltd

Deborah qualified in 1986 from St Andrew's School of Occupational Therapy in Northampton. Since then she has worked in mainly adult social care settings in Wales and the West of England utilising person-centred approaches to models of care and facilitating robust discharge-planning from hospitals and care homes.

Prior to joining Westcountry Case Management, Deborah worked at management level for over 10 years with responsibility for a large team of 30 therapists, social workers and assistants delivering statutory services. This has enhanced Deborah's skills, knowledge and experience in the management of people, complaint resolution, induction and supervision of staff, performance management and positive risk-taking.

Deborah has studied at master's level in Advanced Practice at Exeter University and is also a qualified coach.



Stacey Bryant

Legal Director & Head of the Court of Protection Team, Enable Law

Stacey Bryant heads up the mental capacity team at Enable Law, and has extensive experience in Court of Protection cases, specialising in property and financial affairs. Stacey's team currently supports in excess of 150 Deputy trust and attorney clients, managing assets exceeding £100 million.

Her primary specialism is supporting clients who have an acquired brain injury – perhaps following an accident, clinical event or birth injury. This includes working within multi-disciplinary teams to achieve the best result for the client, setting up bespoke care and therapy packages, buying and adapting properties and dealing with investments.

Westcountry Case Management are a leading specialist case management service supporting people in reaching their goals, maximising their potential and quality of life. We are long established, widely regarded and most highly trusted in the region in which we operate; the Southwest and Wales



Case Management including

- *Complex case management*
- *INAs under the Rehab Code*
- *Desktop case management*
- *Short intervention & Discharge planning*
- *Applying for CHC/other statutory funding*
- *Family Court reports*
- *Gratuitous care reports*

Training for

- *Support Workers*
- *Solicitors, including*
 - *introduction to acquired brain injury*
 - *case management and litigation*

Care Management including

- *Setting up care teams*
- *Advising on current packages*
- *Overseeing agency provision*

All WCM Case Managers are HCPC registered professionals with a minimum of seven years' post qualification experience, and benefit from robust mentoring support

Our core values are

- ⇒ *Quality*
- ⇒ *Integrity*
- ⇒ *Sustainability*
- ⇒ *Professionalism*
- ⇒ *Collaboration*
- ⇒ *Compassion*





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Chambers Ranking
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**When someone
needs legal help,
let Enable Law be
there for them.**

There will be moments when someone you are supporting could benefit from legal advice.

When those moments come, be sure you're recommending the right people.

Enable Law is a top ranked UK medical specialist law firm*, with a hard-won national reputation for managing complex cases to a successful conclusion.

Our solicitors put the client first, assisting with issues relating to negligence, personal injury and mental capacity.

ACQUIRED BRAIN INJURY SPECIALISTS

Genuine

We are united by a desire to help clients achieve the best result from their claim. A claim is often not about money – it's about putting a life back together.

Expert

Our team members are accredited by the Law Society, AvMA, STEP and APIL. We are also recognised by charities such as Headway, CBIT, and the SIA.

Supportive

Bringing a claim can be a burden to the patient and their family, which is why we work with clients to lighten that load. Sometimes just knowing someone is fighting your corner makes all the difference.