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presents

**ON-DEMAND  
ONLINE TRAINING**

# BLURRED LINES:

## Managing Boundaries in Complex Rehabilitation Systems



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# BLURRED LINES:

## Managing Boundaries in Complex Rehabilitation Systems

### This on-demand online training dives into the essential yet challenging task of managing boundaries within this complex system.

Trans-disciplinary rehabilitation involves numerous stakeholders: the client, their family and friends, the litigation and deputy teams, case management, and a diverse group of clinicians and support workers. Each participant brings unique perspectives, goals, and needs to the process – many of which are both consciously and unconsciously driven.

While these goals are often aligned, at times, differing emphases and conflicting priorities can lead to challenges. Navigating these dynamics can be difficult and is frequently the root cause of dysfunctional working relationships, therapeutic breakdown, and suboptimal outcomes. Often, at the heart of these issues is a misunderstanding or crossing of personal

and professional boundaries. For survivors of acquired brain injury (ABI), the rehabilitation journey is long, often involving a rotating cast of doctors, nurses, rehabilitation clinicians, carers, support workers, case managers, solicitors, and financial deputies. While this support is crucial, it can also feel intrusive and overwhelming, especially as clients grapple with cognitive, social, and interpersonal challenges in an altered life landscape. Impairments of self-awareness can further blur clients' understanding of relational boundaries.

For everyone involved, a clear understanding of personal and professional boundaries, coupled with the skills to adapt and repair relationships when inevitable missteps occur, is essential to ensuring the client's recovery journey remains cohesive and supportive.

This webinar aims to explore some of the most common boundary management challenges, including the balance between friendship and professionalism, competing professional interests, and conflicts between litigation and rehabilitation goals. Through real-life examples and case studies, participants will have the opportunity to reflect on their own experiences and consider how boundaries impact their work.

### By the end of this training, delegates will be able to:

- Understand the roles of various professionals, family members, and the client within trans-disciplinary rehabilitation and how these influence recovery.
- Gain familiarity with boundary models relevant to neurorehabilitation, including how they support a balanced approach in complex cases.
- Recognise typical boundary issues, such as balancing professionalism with empathy, navigating conflicting goals, and aligning rehabilitation and litigation needs.
- Understand how personal emotional histories can shape professional relationships and use this awareness to foster healthier interactions.
- Apply concrete strategies to set and maintain healthy boundaries, manage conflicts, and support a respectful rehabilitation environment.
- Develop strategies to improve team communication, ensuring clarity in roles and boundaries, which supports client-centred care.

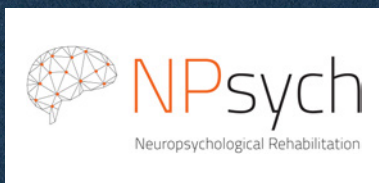
## BOOK NOW ?



### Who Should Book? ?

This online training is ideal for professionals working in neurorehabilitation, including clinicians, case managers, deputies, solicitors and support workers.





presents

# BLURRED LINES:

## Managing Boundaries in Complex Rehabilitation Systems



### Dr Kate Fitzgerald

Clinical Psychologist (Neurorehabilitation)  
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Kate is a chartered Clinical Psychologist with the HCPC, ACP-UK, and the BPS. Kate qualified for Clinical Psychologist registration in Australia in August 2018, and converted her professional qualifications to the UK in 2020. She completed her undergraduate degree in Psychology and Zoology at the University of Melbourne before going on to complete her Postgraduate Diploma and Doctorate in Clinical Psychology at Swinburne University of Technology.

She has worked and studied in the field of Psychology since 2005, initially focusing on mental health with a special interest in Obsessive-Compulsive Disorder (OCD). Before moving into the field of Neuropsychological Rehabilitation where she has worked across the NHS and private sectors, including the NHS Royal Free Trust, Re:Cognition Health, and the Hospital of St John and St Elizabeth. She has worked across inpatient and community settings and with a wide range of neurological conditions.

She is experienced with cognitive assessment and intervention, mental capacity assessments, family support and education, staff training, multidisciplinary team working, behaviour that is challenging, mental health, research and audit, report writing, and individual and group therapy. This includes working with reduced insight, adjustment, boundaries, and psychological flexibility.



### Lucilla Carlacci De Mattia

Clinical Psychologist (Neurorehabilitation)  
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Lucilla is a Clinical Psychologist registered with the HCPC, a Clinical Fellow of the International Neuropsychoanalysis Society (NPSA), and a member of EMDR-UK. She has been actively engaged in the field of Cognitive and Clinical Neuropsychology since 2011, with a particular interest in neuropsychology, EEG studies, and trauma therapy, sparked during her university studies in Italy. Throughout her academic career she has been recipient of multiple awards in recognition of academic excellence and for the pursuing

of research projects. Her subsequent training as an EMDR therapist enabled her to integrate trauma-focused therapeutic approaches with neuropsychological rehabilitation.

Currently, Lucilla provides neuropsychological rehabilitation across specialist acquired brain injury (ABI) services and community-based settings. She specialises in conducting cognitive and mental capacity assessments and delivering tailored treatment for adults and children facing mental health challenges, behavioural issues, and cognitive impairments resulting from brain injury and other neurological conditions. Over the years, she has adopted a collaborative approach to multidisciplinary teamwork, with a focus on setting clear goals, monitoring progress, and providing training and supervision.

Her therapeutic practice includes both individual and group interventions, employing a range of evidence-based approaches such as CBT, systemic therapy, EMDR, trauma- and attachment-focused methods, and psychodynamic therapy. In addition to her clinical work, she collaborates closely with families, providing education and support to help them navigate the complex changes associated with brain injury and neurological conditions.

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