

# Getting it Right



Meeting complex support  
needs to enable unique lives

Professionally filmed  
accredited sessions

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# Getting it Right

Meeting complex support needs to enable unique lives

**There are 7 sessions included in this online resource package. Each presentation has the slides included in the video however you may also access the slides separately.**

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## **Session 1 (42 minutes)**

### **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**

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## **Session 2 (21 minutes)**

### **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**

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## **Session 3 (33 minutes)**

### **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**

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## **Session 4 (28 minutes)**

### **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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### **Session 5 (42 minutes)**

#### **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**

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### **Session 6 (20 minutes)**

#### **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**

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### **Session 7 (30 minutes)**

#### **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**

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This conference took place on 19th September 2019

# 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.



## **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...

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# Biographies



## **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.



## **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.

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# Biographies



## **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.



## **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.

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# Biographies



## **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.

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# Westcountry Case Management

Maximising potential  
for over 20 years



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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ENABLELAW

Medical Negligence & Serious Injury Specialists

**“OPEN, APPROACHABLE,  
METHODICAL AND  
EFFICIENT”**

Chambers Ranking  
Guide, 2018

**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.