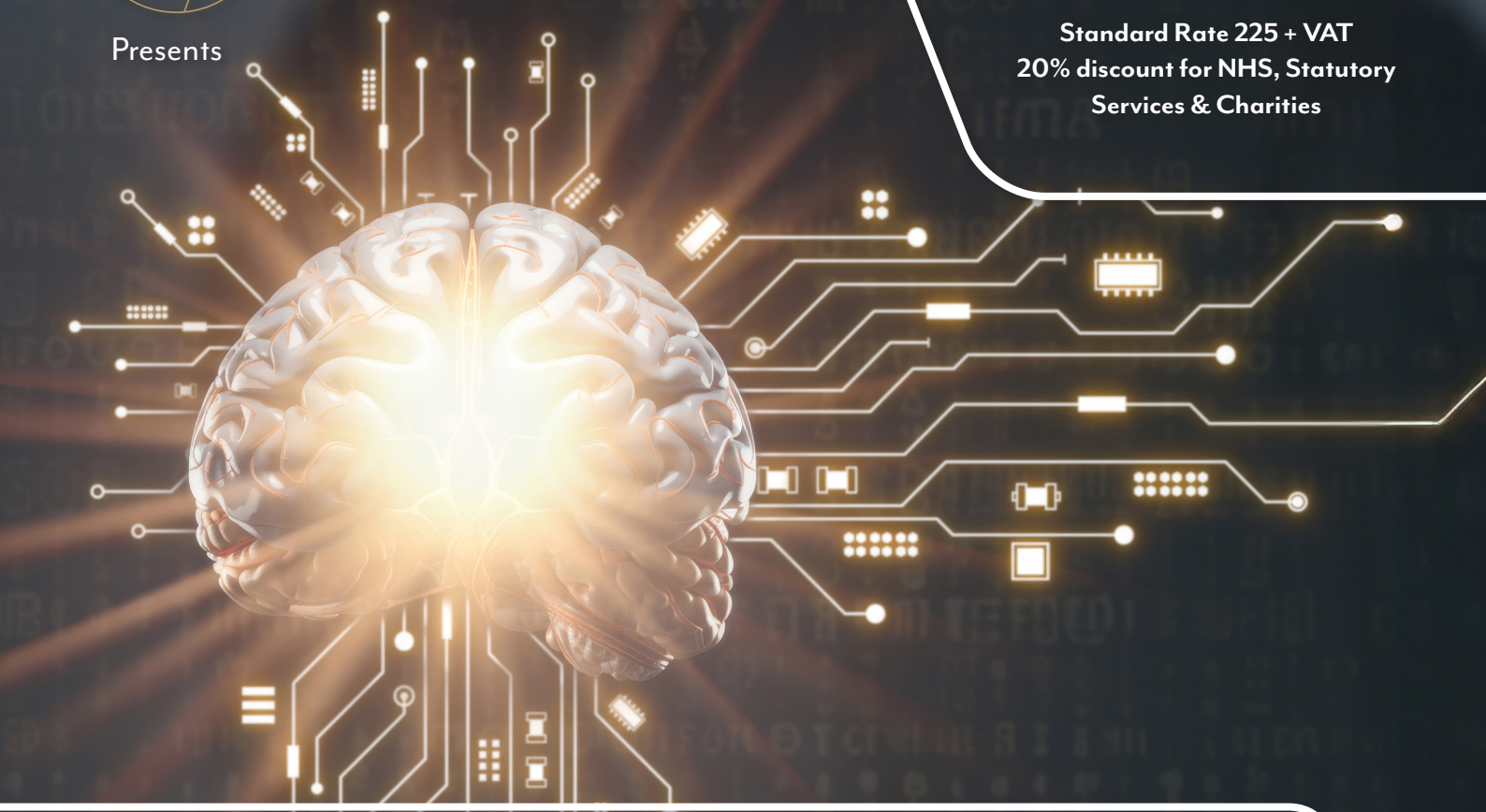
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Human-Centred AI:

Innovation, Safeguarding & Risk in Neurorehabilitation

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Video 1 **Welcome from the Sponsor**
Neil Parrett, Consultant Clinical Psychologist & Owner, NPsych

Video 2 **AI Unpacked: A Clear, Practical Guide for Neurorehab Professionals**

Rebecca Whitney starts the training with an accessible, jargon-free introduction to artificial intelligence, designed specifically for neurorehabilitation professionals. She explains what AI actually is, how it differs from automation and algorithms, and outlines the types of tools brain injury clients are already using, often without practitioner awareness. The session explores how case managers, therapists and lawyers can safely begin experimenting with AI in their own work, while also identifying red flags, risk areas and tools that require caution. By clarifying misconceptions, Rebecca helps delegates understand that fear of AI typically stems from a lack of understanding - and that clarity is the first step toward confidence and safe adoption. This session provides the essential foundation for the rest of the day.

Rebecca Whitney, CEO, Advisory 9

Video 3 **Brains, Bots, and Business: AI in Cognitive Rehabilitation and Operations**

Natalie Mackenzie delivers a grounded, real-world exploration of how BIS Services has successfully integrated AI into recruitment, training, onboarding, and neurorehabilitation programs, with a particular focus on cognitive rehabilitation. Drawing on extensive operational leadership, Natalie shares practical examples of the AI systems BIS has developed and implemented, including tools that enhance cognitive rehabilitation outcomes by personalizing therapy, tracking progress in real-time, and increasing client engagement through gamified interventions. This session highlights how AI is being used to support clients internationally, particularly those who face barriers to accessing more expensive or geographically limited services. From online cognitive rehabilitation programs to innovative client support tools, Natalie demonstrates how technology can bridge gaps in rehabilitation while maintaining the human-centered core of neurorehabilitation. You will gain insight into overcoming fear and resistance among staff and clients, understanding the boundaries of AI—what it can and cannot do—and addressing ethical considerations when scaling services. With a focus on real-world applications, this session positions AI as a powerful, supportive tool that enhances efficiency, accessibility, and outcomes in cognitive rehabilitation.

Natalie Mackenzie , Cognitive Rehabilitation Therapist, Founder & Director, BIS Services

Video 4 **Artificial Intelligence and Safeguarding - The Good, the Bad and the Unknowns**

Looking at and beyond the headline cases we will explore some real life situations where AI has posed risks and how we might practically safeguard children and adults at risk in this new world.

Linda Sayers, Owner, Sayers Social Care Consultancy

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Video 5 **Mental Capacity in an AI World: Legal, Clinical & Court of Protection Implications**

This session examines how artificial intelligence is influencing the way mental capacity assessments are conducted and interpreted. It explores whether AI tools may undermine or distort a person's capacity by influencing choices, providing misleading advice, or creating digital noise that complicates authentic decision-making. The speaker discusses how capacity assessors can distinguish between genuine client preferences and decisions shaped by AI tools, as well as how AI-generated content may appear in evidence presented to the Court of Protection. The session also outlines key considerations for deputies, medico-legal practitioners and assessors, including new documentation requirements and the balance between autonomy, support and risk. It sits at the intersection of law, psychology and statutory responsibility.

Dr Martine Stoffels, Consultant Psychiatrist, Nexus ABI

Video 6 **AI & the Developing Brain: Opportunities and Risks in Paediatric Neurorehabilitation**

Dr Penny Trayner explores how AI technologies are impacting children and adolescents with brain injuries, whose developing brains respond differently - and often more sensitively - to digital inputs. She discusses how AI can influence cognition, emotional regulation, behaviour and executive functioning, and highlights the risks of overstimulation, dysregulation and digital fatigue. The session also considers how AI tools can support learning, routines and attention when used appropriately. Penny outlines when AI becomes harmful, what warning signs practitioners and families should look for, and how schools and rehab teams can ensure safe, developmentally appropriate use. This session offers essential guidance for professionals working with younger clients.

Dr Penny Trayner, Paediatric Clinical Neuropsychologist, Clinical Psychologist, Clinical Neuropsychology Services Ltd.

Video 7 **Invisible Influence: How AI Algorithms Shape Risk for People with Brain Injury**

Cyber Spider delivers a practical, safeguarding-focused exploration of how artificial intelligence can influence behaviour, decision-making, and vulnerability in people with brain injury. The session examines the often unseen ways AI-driven platforms shape emotions, routines, attention, and online behaviour, frequently without the awareness of the individual or the professionals supporting them. Particular attention is given to how cognitive impairment, reduced impulse control, and emotional dysregulation can increase susceptibility to persuasive design, algorithmic escalation, and simulated relationships.

The presentation highlights key risks, including exposure to unregulated advice from AI chatbots, manipulation through personalised content feeds, privacy and data-sharing concerns, and the blurring of boundaries between information, interaction, and exploitation within everyday apps and services.

Drawing on real-world practice, the session provides practical guidance for clinicians and case managers on identifying AI-related digital risks, considering their impact on capacity and wellbeing, and

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implementing proportionate safeguards. This session aims to provide you with clear strategies to reduce harm, improve digital safety, and support people with brain injury to navigate increasingly AI-mediated environments more safely and confidently.

Jeff Goodright, Director, Cyber Spider

Video 8 **The Future of NeuroTech: Innovative Thinking in Rehabilitation**

Hobbs Rehabilitation and The MiNT Academy present a forward-looking showcase of the innovative tools already shaping rehabilitation practice, including robotics, sensor-based systems, wearables, virtual reality and digital platforms. The presentation will demonstrate the barriers and opportunities associated with integrating technologies into existing neurorehab pathways, highlighting real-world examples of how neurotechnology is enhancing therapy intensity, improving engagement and supporting data-driven clinical decisions. Alongside this, the vision of AI will be explored, whilst reflecting on current challenges to widespread clinical utilisation, including conflicts with human factors. This session gives delegates a prediction of what is coming next - and clearly outlines what is already available for adoption.

Laura Marriott, Specialist Occupational Therapist and The MiNT Academy Education Lead

Video 9 **From Idea to Reality: A Light, Live AI Build**

In this closing session, Natalie & Rebecca take your real ideas and builds it live with AI. No coding experience needed and nothing to prep in advance. Maybe you need a productivity tool, a reminder dashboard, or potentially some co-work tool. Just watch, plan and build or just follow along on your own laptop if you want to, and see how fast an idea can turn into something real and relevant. Be sure to have your laptop in order to participate.

Rebecca Whitney, CEO, Advisory 9 and Natalie Mackenzie, Cognitive Rehabilitation Therapist, Founder & Director, BIS Services

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Rhiannon Stokes

Occupational Therapist, Chair of CMSUK & Managing Director, Stokes Case Management

Rhiannon is a visionary in health, rehabilitation, and legal services whose career spans over 29 years across the NHS, independent practice, and leadership in the private and third sectors. She began her professional journey as an occupational therapist within the NHS, steadily progressing to management level. Along the way, she developed and led innovative occupational therapy services that improved patient outcomes and modernised service delivery. Motivated by a desire to broaden her impact, Rhiannon later moved into independent practice at a time when few occupational therapists in Wales were doing so helping to shape this emerging field within the profession. In 2015, Rhiannon founded Stokes Case Management, driven by her belief that truly client-centred, creative approaches to case management are possible through collaboration across health, legal, and allied sectors. She also established an expert witness practice, combining her clinical expertise with a deep understanding of complex legal processes. Under her leadership, Stokes continues to deliver high-quality, tailored support for individuals facing life-changing injuries and conditions. Rhiannon's commitment to advancing the profession is evident in her role as Chair of CMSUK, where she is the first Occupational therapist to hold this position. She is also a founding member of The Sketcher Project, a community art initiative in Cardiff for people with acquired brain injury, and remains active in charitable and educational work across Wales and the UK. A regular guest lecturer at Welsh universities and a sought-after speaker across the UK and internationally, Rhiannon shares her experience with the next generation of clinicians, case managers, and allied professionals helping to shape the future of care both nationally and beyond.



Rebecca Whitney

Rebecca Whitney, CEO, Advisory 9

Rebecca Whitney is a growth strategist and founder of Advisory 9, with 30+ years of experience across marketing, operations, and AI-driven business transformation. She was part of the leadership team behind a patented healthcare AI patient-finding technology and helped scale a healthcare technology company from $12M to nearly $100M in under five years - all while keeping patient outcomes in mind.

Her background includes building and selling businesses, leading high-growth teams, and guiding founders through complex scale decisions with clarity and confidence. Trained through programs including Goldman Sachs 10,000 Small Businesses, Tony Robbins Platinum Partnership, V-WISE, and EOS, Rebecca blends deep operational experience with practical, modern AI applications.

Today, she helps founders simplify growth, adopt AI strategically, and build scalable businesses without burnout through her AI Fluency and Business Scale Accelerator.

She enjoys some social media and can be found at @rebwhi9 on her favourites.

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Natalie McKenzie

Cognitive Rehabilitation Therapist, Founder & Director, BIS Services

Natalie Mackenzie is a Cognitive Rehabilitation Therapist, Certified Brain Injury Specialist Trainer, and Certified ADHD Coach with over 25 years of experience in neurorehabilitation. As the Founder and Director of BIS Services, an award-winning organisation, Natalie has worked with hundreds of clients and families, delivering tailored cognitive rehabilitation programs that focus on areas such as fatigue management, insight and awareness, adjustment, identity formation, and strategy implementation. BIS Services is recognised as the UK's leading provider of cognitive rehabilitation, offering innovative, evidence-based solutions to support individuals with brain injuries, spinal injuries, neurodiversity, and other neurological conditions.

Natalie is also known as The Brain Injury Therapist, a global platform providing online education, one-to-one cognitive rehabilitation programs, and group memberships for individuals unable to access statutory services due to location or funding barriers. She is the author of the Fatigue Management Journal, a six-month education and tracking resource for managing brain injury fatigue, and regularly delivers training to professionals, workplaces, and educational institutions on brain injury and ADHD and fatigue management.

In addition to her clinical expertise, Natalie is the Chair of the International Society for Cognitive Rehabilitation, where she works to advance global standards and practices in the field. She has been proud to serve as a Trustee for Headway SELNWK and sits on the steering committee for KBIF, contributing to the development of neurorehabilitation services and advocacy.

Natalie's academic background includes a BSc in Psychology and an MSc in Cognitive Neuropsychology, alongside extensive training in working with both adults and children across the spectrum of traumatic brain injuries, from concussions to severe injuries. Her leadership at BIS Services has also extended to integrating AI into operations, enhancing recruitment, training, onboarding, and therapy delivery to improve accessibility and outcomes for clients worldwide.

Beyond neurorehabilitation, Natalie works as a Business Strategist for health and wellness businesses, helping entrepreneurs prioritise brain health and long-term cognitive performance. She is passionate about equipping business owners with strategies to optimise focus, mental energy, and decision-making while safeguarding their brain health for the future.

Natalie's contributions to the field have earned her numerous accolades, including the NR Times Neuro-Rehab Leader of the Year and the Leadership and Management Award at the Kent Women in Business Awards. A regular contributor to industry publications such as NR Times, Natalie's expertise has been featured in The Times, The Guardian, The Independent, Stylist, Daily Express, The Sun, Medium, I Paper, The Telegraph, and more. She has also been interviewed on the BBC and local radio stations, raising awareness of brain injury, ADHD, and cognitive health.

Through her leadership at BIS Services, her work with entrepreneurs, and her global advocacy, Natalie continues to push the boundaries of neurorehabilitation and cognitive performance, combining human-centered support with operational and technological innovation to deliver improved functional outcomes.

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Linda Sayers

Owner, Sayers Social Care Consultancy

Linda Sayers is a Registered Social Worker who has held senior management positions in both statutory and private organisations including the world of brain injury case management.

Safeguarding children and adults at risk has been a central part of Linda's career. Linda also holds formal qualifications in HR Management and Learning and Development. Linda now runs a small Safeguarding Training and Consultancy Company continuing to increase knowledge both in the private and statutory sector.

Her safeguarding knowledge, practice and training delivery now spans well over 30 years and has seen many changes in safeguarding practice and thinking. Over recent years she has ensured all her training courses have considered on line safeguarding risks and more recently both the benefits and challenges those we support could now face from AI.

Above all Linda is always keen to share her knowledge, raise the awareness of safeguarding with others, and look at developing the safeguarding skills of all those she works with.



Dr Martine Stoffels

Consultant Psychiatrist, Nexus ABI

Dr Martine Stoffels is a Consultant Psychiatrist. She specialises in working with individuals who have sustained brain injuries and are experiencing neurocognitive or neurobehavioural challenges such as impulsivity, fatigue, mood changes, anxiety, memory issues, or sleep disturbances.

She works with case managers and multidisciplinary teams to ensure coordinated care and where required can assist with risk management plans, capacity assessments and reports for the Court of Protection.

Dr Stoffels also offers consultations for patients with persistent symptoms such as anxiety, depression, chronic pain or neuropsychiatric conditions who are interested in medical cannabis as regulated alternative having explored other treatments.

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Dr Penny Trayner
Paediatric Clinical Neuropsychologist, Clinical Psychologist, Clinical Neuropsychology Services Ltd.

Dr Penny Trayner is a Paediatric Clinical Neuropsychologist and Clinical Psychologist specialising in community-based rehabilitation for children and young people with acquired brain injury. Alongside her clinical practice which she established in Manchester 2009, Penny is also an Academic Director of the University of Liverpool Doctorate in Clinical Psychology programme. She has authored articles in leading international journals and academic texts and is a regular invited speaker at national and international conferences.

Penny is also the creator of *Kompass* (formerly *Goal Manager®*) an award-winning web application designed to facilitate effective goal setting and automate the tracking of progress and outcomes in rehabilitation. When she is not being a neuropsychologist, Penny is also a professional DJ and has used these skills to co-design a first-of-its-kind DJing for rehabilitation programme as a vehicle for helping children and adults recover from catastrophic injuries, *BPM Rehab*.



Jeff Goodright
Director, Cyber Spider

Jeff Goodright is a director at Cyber Spider, a specialist digital safeguarding service supporting vulnerable adults, case managers, and multidisciplinary teams. He works at the intersection of technology, safeguarding, and the Mental Capacity Act, helping professionals understand and manage digital risk in everyday environments.

Jeff's work focuses on assessing and reducing cyber-related risks for people with cognitive impairment, acquired brain injury, learning disability, and other vulnerabilities. This includes online contact, social media, adult content, financial harm, AI-driven platforms, and emerging digital technologies.

He supports organisations through structured digital risk assessments, proportionate safeguarding planning, education, and governance, with a strong emphasis on practical, defensible decision-making that balances protection, autonomy, and quality of life.

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Laura Marriott

Specialist Occupational Therapist and The MiNT Academy Education Lead

Laura Marriott is a Specialist Neurological Occupational Therapist with 20 years of experience, 16 of which have been dedicated to neurological rehabilitation across both the NHS and private sector. She is the MiNT Education Lead, responsible for developing and delivering clinically robust, evidence-informed education in the application of neurotechnology both face to face and creating online educational material via The MiNT Academy website.

Laura works at the intersection of clinical practice, research, and innovation, supporting the translation of emerging technologies into meaningful functional outcomes. She is an experienced international speaker, having presented at conferences across the UK and globally, including Vancouver, Singapore, and Chicago. Laura is passionate about advancing neurotechnology education that is practical, relevant, and grounded in real-world rehabilitation.

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