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PREDICTING the unpredictable

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Community Case Management Services Ltd.

- specialist provider of case management for the rehabilitation of severely injured adults and children
- providing quality of life solutions for catastrophic, complex and life changing injuries
- ensuring that the highest level and quality of rehabilitation and care is provided and tailored to individual needs

We go above and beyond to provide opportunities across all areas of life for each of our clients, to support with societal re-engagement and to live their lives to the fullest.



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Session 1 Welcome from the sponsor

Tracy Norris-Evans, Partner, RWK Goodman

Session 2 Welcome from the conference Chair

Christopher Wilson Smith KC, Outer Temple Chambers

Session 3 SLIDO

Session 4 Managing crisis takes a village, our data is our predictor

Predict the unpredictability, today is acknowledging that we all play a part in predicting what our clients are likely to need and the associated costs for the rest of their lives.

We are now 30 years young with case management in the UK, and we are finally starting to see new trends and opportunity to gather data on what works, what's new, and what we missed or what we would never have predicted.

Drivers such as evidence-based practice, clinical excellence and reflective practice are ensuring that we are able to identify crises related and high risks, lifestyle choices, decisions and exposures for our clients. Managing crisis takes a village.....we now have the privilege of hindsight, let's not waste it!

Maggie Sargent, Founder of CCMS & Catastrophic Injury Case Manager and Nikki Hopkins, Operations Manager & Case Manager, CCMS

Session 5 Hitting the Milestones

The specialists said at the hospital "I am sorry Mrs D, your son will never independently walk or talk again from this injury"

In the presentation Dr Dimitrios Sampanis will explore a client's journey post injury, reaching various milestones despite the obstacles faced, and will give delegates insight into approaching rehabilitation in a meaningful way led by the client.

Dr Dimitrios Sampanis, Clinical Director, Home Rehab Therapists Ltd & Highly Specialist Neuro Physiotherapist, Associate Professor, St Mary's University

Session 6 Hydrotherapy?? But M has a tracheostomy!!

By sharing case studies including tracheostomy and PEG fed patients and using national guidelines this session will discuss a number of different patient journeys with water-based activities. The cost for hydrotherapy intervention, hydro pools and ongoing intervention costs.

Looking for a checklist to support hydrotherapy for your clients? What to consider, how to risk assess the impact on the client? Then this is not to be missed!

Sarah Cox, Chartered Physiotherapist, Fresh Physio

Session 7 Managing Relationship Risk in the Community

This talk will highlight the significant dimension of relationships with others (friends, family, romantic partners) and the impact of such on community activities and rehabilitation goals. I will present a case of an adult survivor of childhood brain injury, whose relationship patterns have been historically characterised by risk of exploitation and harm. These patterns were mapped out with the client and then shared with her family and team to support her in negotiating new relationships and widen opportunities for enriching community participation.

Dr Giles Yeates, Consultant Clinical Neuropsychologist & Couples Therapist, Rippling Minds

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Session 8 “That sounds rather expensive!” What do we know about the psychological needs of children with early acquired brain injury, and what are the implications for predicting their future needs into adulthood?

We've learned a lot from well-designed studies about the additional psychological needs of children with early acquired brain injury in understanding the relationship between brain to behaviour. However, there has been a lack of research to explore their very long term needs into adulthood.

The data from case management practice are incredibly helpful in identifying trends and priorities for ongoing psychological support decades after brain injury. This presentation aims to help us make the connections between our understanding of the psychological needs in childhood and the resourcing of future emotional and psychological support into adulthood.

Dr. Ian Frampton, Consultant Paediatric Neuropsychologist, Haven Clinical Psychology Practice

Session 9 Lessons learned from 25 years of litigation: Reflections from the courtroom

William Latimer-Sayer KC, Cloisters

Session 10 Afternoon Chairs Introduction

Chris Melton KC, Byrom Street Chambers

Session 11 “To Travel is to Live”

The presentation will focus on a case study of a complex spinal cord injured patient with category 4 pressure ulceration. Prior to his injury, he travelled regularly across Europe to his second home in Portugal where he is from and where he still has lots of family.

The session will focus on how this aspect of his life was of the utmost importance to him and how he could and should be enabled to continue to pursue this aspect of his life despite his life-changing injuries and a chronic category 4 pressure ulcer.

Cathie Bree-Aslan, Independent Tissue Viability Nurse & Expert Witness, Director & Head of Clinical Services at Wound Consultancy Ltd and Nurse Expert Witness Ltd

Session 12 The Litmus Test

Travelling promotes independence, how do we as case managers support our clients on holidays and predict the unpredictability?

Nicola Cale, Practitioner Case Manager, CCMS

Session 13 Borderline Personality Disorder and brain injury: the hidden challenge

A not so hidden disorder and the impact on clients with brain injury. There is a growing realisation and increasing data to show a correlation between marked emotional reactivity, severe difficulties maintaining interpersonal relationships and substantial costs to the individual, their family, and society.

Dr Alan Gray, Consultant Clinical Psychologist, Headwise

Session 14 Counting the cost: Litigation and deputyship

Tracy will expand on the key areas and themes of the day, and tie this in with the challenges the Deputy faces when meeting clients' needs over a lifetime, especially those who are more than 10-, 20- or 30-years post injury. Tracy will detail what the Deputy needs of the case manager, MDT and provide an overview on how we make this work now with reducing funds, or a very tight budget, and what we could be thinking about much earlier on within the litigation stage of intervention to meet much longer term needs of our clients.

Tracy Norris-Evans, Partner, RWK Goodman

Session 15 SLIDO

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BIOGRAPHIES



Christopher Wilson-Smith KC

Outer Temple Chambers

Christopher Wilson-Smith KC is a leading figure in the field of personal injury law and clinical negligence law. He has been recommended in the leading directories for over 25 years and received the Lifetime Achievement Award from Chambers & Partners in 2015.

His Personal Injury practice involves multi-million pound claims, (including the highest value P.I. case ever in England and Wales), and are often compounded by breaches of duty in healthcare following the initial trauma.

As a specialist in clinical negligence, Christopher acts for claimants and defendants (NHSLA) in some of the most complex cases involving babies with birth injuries.

His clients say of him: "always well prepared and his conduct of conferences with experts and joint settlement meetings is exceptional."

"One of the best cross-examiners in the business, he is an outstanding advocate with finely tuned judgment."

"Sharp forensic skills honed over many years in both criminal and civil cases of the highest order, give him an ability to see through to the real issues and address them quickly and effectively. His ability to turn around a set of papers in short order is testament to his considerable work ethic and yet his eye for detail often catches out the unwary or ill-prepared."

Christopher became a Recorder of the Crown Court (civil and crime) in 1977 and Master of Bench Gray's Inn in 1996. He was also admitted as KC to the Bar of New South Wales in 1996.

Christopher Wilson-Smith is a member of professional associations including APIL, AvMA, PNBA and COMBAR.

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BIOGRAPHIES



Maggie Sargent

Founder of CCMS & Catastrophic Injury Case Manager

Maggie is a Registered General Nurse and she trained at St Thomas's Hospital, London. She is a Co-Director of Community Case Management Services Ltd (CCMS), a specialist and leading provider of case management for rehabilitation of severely injured adults and children throughout the United Kingdom, Europe, and Worldwide. Maggie is also the Responsible Individual for Care Quality Commission (CQC) and Care Inspectorate Wales (CIW).

Maggie was on the steering committee that established the British Association of Brain Injury Case Managers (BABICM). She is on the Council and is an advanced member of BABICM and she was a director on the board of CMS(UK) from 2002 to 2004.

In 2017 Maggie was recognised at the Legal Awards receiving both a Lifetime Achievement Award for her services to the legal profession and Medico Legal Provider of The Year.

Maggie is a published author and in 2004 wrote a paper at The European Brain Injury Symposium at the Vatican on caring for clients in the community with PVS and has published other papers on costs of care in the community. She is the specialist contributor author on the chapter on Expert Care and Case Management in the APIL Guide to Catastrophic Injury Claims.

As a recognised leading case manager she is frequently invited to speak at National and International events. In September 2008 she was an invited speaker on case management at the 'Fifth World Congress for Neuro-Rehabilitation' in Rio de Janeiro and also addressed the PEOPIIL Conference, which took place in Malta in June 2009. Maggie was invited to The International Brain Injury Association World Congress in New Orleans in March 2017, the largest international conference on the subject of brain injury, and in September 2017 was Honorary Chair at BIT's 4th Annual World Congress of Orthopaedics in China. In February 2018 Maggie presented a paper at the 10th World Congress for Neuro-Rehabilitation in Mumbai.

Driven by a passion to ensure that those with catastrophic and complex injuries are given the opportunity to live their lives to the full, in 1997 Maggie established a local nursing service for the community funded by charitable donations, which provides nursing care within a patient's home. In 2011 she established the Oxford and Bristol Groups of The Silverlining Charity providing social opportunities and challenges for clients with brain injury, which has a client group of 50 service users at present.

Recent events have included adults and children with complex catastrophic injuries skiing in La Plagne, taking a South African Safari and volunteering in a special needs orphanage, and surfing in Cornwall. The trips have demonstrated the huge rehabilitation benefits of holidays for individuals and their family effected by catastrophic injury and are now annual events true to the CCMS motto that Life's for Living!



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BIOGRAPHIES



Nikki Hopkins

Operations Manager & Case Manager, CCMS

Nikki Hopkins is an Occupational Therapist and an Advanced BABICM Registered Practitioner Case Manager, working as the Operations Manager for Community Case Management Services Ltd. After qualifying from Oxford Brookes University, Nikki has continued to build on her extensive knowledgebase, through her work in the UK and Australia. She has developed a deep holistic understanding of the diverse rehabilitation needs of the adults and children who have been impacted by catastrophic injury and illness. This is evident in her passion and approach in driving quality, evidenced-based interventions and outcomes for her clients. Nikki is highly skilled at working within the multi-disciplinary team, where there are Court of Protection proceedings and challenging family and social dynamics.

Nikki is at the forefront of driving excellence through case management within CCMS. Ensuring that holistic, evidence-based practice is paramount for not only her practice, but of all the case managers within the organisation. Nikki is part of the CCMS Clinical Governance Team and a lead preceptor case manager, providing a collaborative and supportive approach through empowerment and leadership for new and emerging case managers.

In addition to her role as a case manager, Nikki also provides independent OT and Expert OT services. These roles provide additional opportunity for Nikki to work with clients who present with complex therapy requirements and their families.



Dr Dimitrios Sampanis BSc, MSc, PhD

Clinical Director, Home Rehab Therapists Ltd & Highly Specialist Neuro Physiotherapist & Associate Professor at St Mary's University

Dr Dimitrios Sampanis graduated from the University of Athens, School of Physiotherapy with distinction in 2004. He became Head of Physiotherapy in a private neurorehabilitation unit in the south east as a highly specialist neuro physiotherapist prior to working with private clients and taking up case management and expert witness work.

Dr Sampanis works with clients with moderate to severe neurological disability and maintains his specialist skills by working in intensive care and neurosurgery units across London. He has been actively involved and led the creation of care pathways for stroke and spinal cord injury patients as well as for amputees.

Throughout his professional career, Dr Sampanis has been actively involved in interdisciplinary units and he has a deep understanding of the importance of different members of the rehabilitation team, and how vital it is that they are able to communicate effectively. Dr Sampanis is highly specialised in the construction of rehabilitation programmes for his clients under an interdisciplinary approach for a different setting of clients. He will complete a holistic assessment of the client's needs and personally manage their rehabilitation journey, by setting realistic, effective and time specific goals that will be measurable and make a positive change on his client's quality of life.

Dr Sampanis has a keen interest in stroke rehabilitation and especially gait and upper limb rehabilitation, which was part of his PhD research.

Before he returned to clinical practice, he also managed to successfully finish a postdoctoral research project at the prestigious Oxford University, which reveals his passion for research and cutting-edge technology. He currently serves as director of the Physiotherapy Programme at St Mary's University, supervising and managing the programme.

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BIOGRAPHIES



Sarah Cox BSc hons, BSc jnt hons, PGCert (Camb) HCPC, MCSP

Chartered Physiotherapist, Specialist in Rehabilitation & Aquatic Physiotherapy Rehabilitation, Fresh Physio Ltd

Sarah has had a passion for water based exercise and hydrotherapy since training in the 1990's at Middlesex Hospital and UCL. Sarah continued this passion into work in the pools of Bart's and The Royal London, Charing Cross and Hammersmith NHS Trusts during the first 7 years in the NHS and then dove tailing with setting up HydroActive Ltd using Teddington community hydrotherapy pool alongside a private physiotherapy business based in Wimbledon and New Victoria Hospital, mainly with orthopaedic and neurology caseload. A relocation in 2006 to the Midlands forced a role change and setting up Fresh Physio Ltd with a private hydrotherapy pool based in Retford, Nottinghamshire and emphasis on long term conditions, complicated rehabilitation and multi-trauma including head injury caseload. Working alongside case managers as one part of the team supporting a client pre and post case resolution.

Sarah is an active member of the ATACP - Aquatic Therapy Association of Chartered Physiotherapists - has been on the Executive Committee and now sits on the Education sub-committee. Been part of NICE scoping workshops for Rehabilitation after traumatic injury guidelines. She has fostered relationships with other organisations who are involved in the water activity workspace including National Co-ordinating Committee for disabled swimming, Swim England and Halliwick Association of Swimming Teachers. Sarah sits on the National Health Commission for Swimming- a multi- agency committee of Russell group Charities, Leisure Operators and Health Professionals with the aim to increase the awareness and communication between health providers and local pools to assist with the patient to participant activity pathway. She is a member of the small rapid response team of the Hydrotherapy Alliance, a group supporting the APPG on Axial Spa and supporting NHS and local pools with refurb, remodelling and threat of closure issues. Sarah has been project manager and one of the key content developers on the recently launched e-lfh module on Aquatic Activity.



Dr Giles Yeates DClinPsych, MSc (Clin Neuro), AFBPS, C Psychol

Consultant Clinical Neuropsychologist & Couples Therapist, Rippling Minds

Dr Giles Yeates is a Consultant Clinical Neuropsychologist and Couples Therapist. He works in private practice (Rippling Minds), assessing and supporting the psychosexual needs of survivors, their sexual partners and significant others. Dr Yeates has also collaborated with prominent UK brain injury charities (Different Strokes, Headway, SameYou) to generate free information booklets, videos, podcasts and webinars on the topic of sexuality following brain injury. These can all be accessed at www.ripplingminds.com.

Dr Yeates is an active researcher, writer and academic, publishing several research studies, articles, chapters and books covering these topics, and with colleagues has pioneered teaching on neuro-sexuality for clinical neuropsychologists in training worldwide. Dr Yeates provides national and international training on neuro-sexuality and related topics for professionals and staff teams.



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BIOGRAPHIES



Dr Ian Frampton BA (Hons) DClInPsych DipClinNeuropsych PhD C Psychol

Consultant Paediatric Neuropsychologist, Haven Psychology

Ian is a Consultant Paediatric Neuropsychologist with the Haven Clinical Psychology Practice based in Cornwall. He is an Honorary Fellow in the Centre for Clinical Neuropsychology Research, University of Exeter. Ian trained in Clinical Psychology at Exeter and then completed his Postdoc in Developmental Neuropsychology at the Institute of Psychiatry, University of London.

His research has explored the potential neurobiological basis of early onset anorexia nervosa and the neuropsychological consequences of congenital and acquired childhood brain injury. He has contributed to more than 50 academic publications on these topics, and together with the late Professor Bryan Lask he co-edited *Eating Disorders and the Brain*. He has served as Associate Editor of the journal *Child and Adolescent Mental Health* and as neuropsychology advisor to the UK Department of Health study of development and wellbeing in children.



William Latimer-Sayer KC

Cloisters

William specialises in catastrophic personal injury and clinical negligence. He is consistently highly-rated by the independent legal directories and took silk in 2016. He has a special interest in quantum and the majority of his work is related to the contested assessment of damages. William is the General Editor of *Facts & Figures* (Sweet & Maxwell, 27th edn), *Schedules of Loss: Calculating Damages* (Bloomsbury Publishing, 4th edn) and is the current Chairman of the Ogden Working Party. William won Chambers and Partners' Personal Injury Junior of the Year in 2008 and 2010, and silk of the year in 2018.

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BIOGRAPHIES



Chris Melton KC

Byrom Street Chambers

Chambers & Partners 2022 (PI)

Christopher Melton KC is a standout silk who excels at representing claimants in high-value catastrophic injury and fatal accident cases, particularly those involving minors. He does a significant amount of appellate advocacy and has appeared in the Supreme Court numerous times.

Chambers & Partners 2022 (Clin Neg) - Band 1

Christopher Melton KC regularly handles major cerebral palsy cases alongside wrongful birth and spinal injury claims. He has been instructed in a number of multiparty claims, including those arising out of sexual abuse by medical practitioners and abuse in care homes. He has earned an impressive reputation for his experience in high-profile inquiries or cases that test novel points of law before the Supreme Court.

Chris Melton KC was born and educated in Manchester which is where his Chambers has its base. His clients live all over England and Wales and he spends much of his time on the road visiting them.

He took silk in 2001 when he was 19 years' call. He then became Senior Counsel to the Shipman Inquiry for four years until normal service resumed in 2005. Since that time he has acted exclusively for very seriously injured Claimants and for bereaved families.

He is a member of PIBA and APIL.

Chris is an advanced advocacy trainer for the Northern Circuit and for the renowned Keble College International Advocacy Course.



Cathie Bree-Aslan MSc RGN DipN

Independent Tissue Viability Nurse & Expert Witness, Director & Head of Clinical Services at Wound Consultancy Ltd & Nurse Expert Witness Ltd

Cathie is a Registered Nurse and her roles have included those of Head of Governance and Quality as well as Senior Tissue Viability Clinician at the National Wound Healing Centres, with a broad range of experience covering Orthopaedics, Rehabilitation and Elderly Care. The prevention and management of pressure injuries, Nursing/Care Home and Home Care Provisions are particular specialities.

Cathie is currently engaged primarily as an Expert Witness and has completed numerous reports including undertaking cases for the Courts, Coroner's Court and on behalf of the Nursing & Midwifery Council, Adult Social Care and Care Homes. Courses have been completed and accredited by Cardiff University Law School.

Cathie has written for and been published extensively in the Nursing press and is a post-graduate with a MSc in 'Integrated Governance in Health & Social Care'.

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BIOGRAPHIES



Nicola Cale

Practitioner Case Manager, CCMS

Nicola has been a case manager with CCMS for over a decade. Leaving a corporate career, she retrained as a reflexologist and began to delve into psychotherapy. She came to work with a young man with an acquired brain injury. Over 20 years later they are inextricably linked! She is driven by a heartfelt mission to make a difference in the lives of her clients, their families and the wider brain injury community.

She is passionate about the lifelong journey of rehabilitation. Instrumental to this is travel, having fun and making friendships.



Dr Alan M Gray

Consultant Clinical Psychologist, Headwise

Dr Alan Gray is a Consultant Clinical Psychologist specialising in the assessment and treatment of neurological disorders. He is a member of the British Psychological Society's divisions of Clinical Psychology and Neuropsychology. Dr Gray is service lead for the Oxford branch of Headwise, an independent sector provider of neuropsychology and neurorehabilitation services. He also works within the Department of Neuropsychology (NHS) in Reading. He is an honorary lecturer at the University of Sheffield. His primary research interests focus on caregiver burden, performance validity testing, and neurosurgical interventions for movement disorders.

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BIOGRAPHIES



Tracy Norris-Evans

Head of Injury Division, RWK Goodman & Ahead Together Co-founder

Tracy heads up the new Injury Division at RWK Goodman. She is the founder and Business Unit Manager of the Compensation Protection Unit which is dedicated to administering the damages of injury survivors. Tracy is a member of the Executive Committee and a Director of the firm's trust corporation, Withy King Trustees Ltd (WKTL).

Specialising in personal injury and clinical negligence claims of maximum severity for nearly three decades, Tracy understands the damaging impact of life-changing injury not just on the individual but also the ripple-effect on the entire family. Tracy is a litigator, court appointed deputy and professional trustee for brain and spinal injured clients; in the latter roles she is required to make every financial decision for the injured person, drawing on her knowledge of heads of loss and managing the compensation so that it lasts her client's lifetime. Tracy understands the importance of including the family in decision-making, achieving this by building a team around the Client, working closely with the case manager and by giving family members a voice.

Sharing a passion with Dr Audrey Daisley, Consultant Neuropsychologist, to inspire change for family focussed services, the Ahead Together Conference was born in 2019 to help professionals support families after brain injury. With a shared vision, CCMS has sponsored each of the three Ahead Together conferences.

Tracy is a Fellow of The Royal Society of Medicine, a member of UKABIF, on the legal panels for Silverlining and Headway, a committee member of the Berks, Bucks and Oxon Law Society and on the strategy committee of Anchor Point.

A frequent contributor of articles to industry journals, Tracy also regularly speaks at conferences about issues relevant to personal injury and clinical negligence cases.

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We build a team around our clients and their families,
ensuring they get the support they deserve.

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rwkgoodman.com/ccms_conference_23

