



# Community Case Management

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# The Elephant in the Room

Tackling challenging topics together

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One Great George Street, Westminster, London



20th November 2025

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5 Points Pending



APIL training  
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# Draft Programme

**08:50 - 09:20** Registration, tea/coffee, networking & exhibition stands

**09:20 - 09:25** Welcome from the sponsor Libertatem Healthcare Group

**09:25 - 09:30** Welcome from the Conference Chair Ian Brownhill, Barrister, 39 Essex Chambers

**09:30 - 09:45** **Understanding Complex Family Dynamics in Brain Injury Rehabilitation**

This session will explore the case of a young person with an acquired brain injury (ABI), navigating recovery within a multicultural family setting alongside three siblings. Parental struggles in setting boundaries—exacerbated by their own trauma history and a sibling's learning disability—contribute to ongoing challenges in behaviour management.

**Key Challenges:**

- Social isolation and loss of structure due to absence from education.
- Medical risks linked to diabetes and weight concerns.
- Severe emotional regulation difficulties, resulting in violent outbursts that jeopardise family safety.
- Increased sexual exploration and disinhibition, raising concerns about vulnerability and safeguarding.

**Discussion Points:**

- Strategies for reintroducing structure and social engagement.
- Holistic health interventions addressing medical and emotional needs.
- Trauma-informed approaches to boundary-setting and behaviour management.
- Safeguarding measures for vulnerable young people navigating increased impulsivity.
- This session will provide insights into multidisciplinary approaches that balance psychological safety, family support, and specialist interventions for ABI rehabilitation.

**Maggie Sargent, Founder & Catastrophic Injury Case Manager, CCM & Rob Kuschel, CCM Associate & BABICM Advanced Registered Practitioner Case Manager**

**09:45 - 10:30** **The Hats We Wear: The Role of Psychology in Complex Rehabilitation Systems**

Working with individuals who have complex needs, along with the extensive family and professional systems surrounding them, requires effective communication, clarity of direction, and emotional containment. This applies equally (if not more) to the clinical team, as well as to the client and their family.

This presentation will outline how different aspects of the (neuro)psychologist's role can assist teams in navigating these multifaceted dynamics. The speaker will introduce some underpinning theory and considerations, as well as practical tips and strategies for managing the inevitable breakdowns and ruptures that frequently occur in the process, using a case presentation as a framework. Topics will include the use of formulation to help make sense of people's stories; the question of "Which hat am I wearing today?" to explore the importance of understanding and managing professional boundaries; the value of taking risks and why doing so can be just as important as managing them; and finally, attention to emotional needs, including the often under-recognised role of play in supporting psychological wellbeing.

**Neil Parrett, Consultant Clinical Psychologist & Owner, NPsych Ltd**

**10:30 - 11:00** Tea/coffee, networking & exhibition stands

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**11:00 – 11:15**

**Case in Focus: Update & Next Steps**

Building on the case study introduced earlier, this session provides an update on the impact of neuropsychological input and the ongoing developments shaping the support plan. While interventions have led to significant improvements in the clinical team and systems around the client, new complexities have emerged that require careful navigation and further multidisciplinary collaboration. Attendees will gain insight into the evolving realities of case management, bridging neuropsychological expertise with practical considerations in safeguarding, funding, and holistic care planning.

**Rob Kuschel, CCM Associate & BABICM Advanced Registered Practitioner Case Manager**

**11:15 - 11:50**

**Case Management & Independent Social Work: Reflecting on Practice & Preventing Safeguarding Escalation**

In complex family situations, the roles of case managers and independent social workers are pivotal in delivering the right support at the right time—and in preventing safeguarding issues from escalating unnecessarily. This session uses a live case study to reflect on current case management practices and consider how we can recognise when enough has been done, or where gaps remain. We will explore the unique contribution of the independent social worker in assessing family dynamics and mitigating risk, and examine how targeted parenting assessments and support can enhance family capacity and reduce the need for formal safeguarding proceedings. Attention will also be given to how culturally sensitive, needs-led strategies can be integrated into effective support plans, and how to work collaboratively with statutory services to ensure timely and appropriate intervention.

**Nikki Hopkins, Operations Director & Case Manager, CCM and Olivia Mannering, Social Worker & Safeguarding Specialist, Cotswold Safeguarding Consultancy**

**11:50 - 12:35**

**The Financial Tightrope: Balancing Legal, Financial, and Welfare Needs in Complex Family Systems**

This session will explore the role of a financial deputy in complex cases, highlighting the transition families often experience as they shift from being primary decision-makers to working alongside a deputy. It will examine what types of support and services can be funded, along with the key criteria used to assess and approve financial decisions. The session will also address the deputy's involvement in welfare-related matters, focusing on how financial oversight intersects with safeguarding responsibilities and considerations around quality of life. Accommodation issues will be explored, particularly in situations where the client owns the property but family members are living in it. Finally, the session will emphasise the value of collaborative working between deputies, case managers, and families to ensure holistic and needs-led decision-making.

**Ruth Wright, Director, EMG Solicitors**

**12:35 - 13:35**

**Lunch, networking & exhibition stands**

**13:35 - 13:50**

**Case in Focus: Evolving Challenges & Future Directions**

As the case study has unfolded throughout the conference, multidisciplinary input - including neuropsychological assessment, safeguarding concerns and financial oversight, considerations - has begun shaping the approach to intervention. While progress has been made, culturally-sensitive considerations, complex family dynamics, and resource limitations, continue to present new challenges, requiring strategic adaptation. This session sets the scene for the upcoming discussions. Attendees will gain a clear understanding of the emerging priorities in this evolving case, ensuring discussions in the next sessions are framed within the realities of effective intervention, collaborative problem-solving, and long-term support planning.

**Rob Kuschel, CCM Associate & BABICM Advanced Registered Practitioner Case Manager**

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**13:50 - 14:35**

**Culturally-Sensitive Clinical Practice: Exploring Beliefs, Barriers and Balanced Decision-Making**

Recognising that we all live in and work with increasingly diverse communities, Dr Vohora will explore the multi-faceted role of culture, and consider how professionals can contribute to culturally-sensitive patient care. This talk will also explore beliefs relating to help-seeking and care giving roles (particularly within Asian communities), how to foster effective collaborative relationships and the importance of respectful communication. Barriers to engagement with services will also be considered.

**Dr Reena Vohora, Consultant Clinical Psychologist, Academic Tutor and Equality, Diversity & Inclusion Lead: University of Oxford & Gray Matter Neuropsychology Services**

**14:35 - 15:05**

**Navigating the Legal Maze: Securing Support When Funds Run Dry**

When private funds deplete, ensuring ongoing care and support for vulnerable clients becomes a legal and practical challenge. This session explores public law solutions and strategic approaches to securing statutory support, including:

- Maximising stretched statutory services— Legal options and responsibilities of local authorities under the Care Act 2014
- Where does the NHS fit in? Exploring Continuing Healthcare (CHC) funding, joint packages, and legal entitlements.

**Alex Rook, Partner, Rook Irwin Sweeney LLP**

**15:05 - 15:20**

**Balancing Act: Managing Diabetes with people in Complex Cases alongside NHS teams**

Supporting people with diabetes with complex health requirements needs a multidisciplinary approach, ensuring medical needs are met while addressing wider health, social, and cultural factors. This session explores through a case study:

- **Key risks** in diabetes management, including medical complications, capacity issues, and safeguarding concerns.
- **Building an effective support package**, integrating NHS care, case management, and family-led support.
- **Supporting treatment plans that work for everyone**, addressing cognitive, behavioural, and lifestyle challenges.
- **Cultural sensitivities in diabetes care**, including dietary considerations, and family involvement.
- **NHS providers can collaborate with case managers**, deputies, and families to ensure sustainable, person-centred care.

**Katie Hards, Lead Diabetes Nurse & Charlotte Sanmarco, Diabetes Assistant Practitioner, Oxford University Hospital Trust**

**15:20 - 15:50**

**Tea/coffee, networking & exhibition stands**

**15:50 - 17:00**

**The Power of Choice: Shaping Outcomes in Real Time**

A dynamic and interactive panel discussion where you hold the power to shape the outcome! In this unique session during the day, the audience will be presented with our real-world case study and given the opportunity to decide the course of action at key decision points with the help of the professionals. Together with the panel, we'll explore various strategies, weigh the pros and cons, and collaborate to determine the best path forward. Get ready to be an active participant in a dynamic problem-solving experience, where your insights and choices drive the conversation. It's your chance to think critically, see solutions debated, and see the direct impact of your decisions in real-time!

**To conclude the day, all of our speakers will come together for a dynamic panel discussion, reflecting on the key insights and answering your questions**

**17:00 - 17:15**

**Conference close**

**Ian Brownhill, Barrister, 39 Essex Chambers**

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# Biographies

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**Ian Brownhill**

**Barrister, 39 Essex Chambers**

Ian Brownhill is a barrister at 39 Essex Chambers, the Assistant Coroner for Kent and a Recorder sitting in the Family Court. Ian has practiced in the Court of Protection for over a decade and was awarded the Legal 500 Bar Awards junior of the year for Court of Protection and community care in 2023. Outside of court work, Ian trains and lectures in respect of adult safeguarding and mental capacity, he teaches on the Best Interests Assessor Course at the University of Central Lancashire.

Ian has appeared in many of the most important recent judgments in respect of mental capacity, this included the decision in JB which was heard in the Supreme Court. Ian regularly advises deputies and public bodies in respect of complex health and welfare proceedings, as well as being instructed by the Official Solicitor. He appeared in the Hinduja litigation and for the applicant in Re BU in respect of predatory marriage.



**Maggie Sargent**

**Founder & Catastrophic Injury Case Manager, CCM**

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 Co-Director of Community Case Management Ltd (CCM), 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 was on the Council and is an advanced member of BABICM; she was a director on the board of CMS(UK) from 2002 to 2004, and is a Director of the Institute of Registered Case Managers.

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.

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**Rob Kuschel**

**CCM Associate & BABICM Advanced Registered Practitioner Case Manager**

Rob is a Lead Case Manager and Occupational Therapist who first began working with CCM in 2017. He began his working career as an outdoor activity instructor before pursuing a corporate career in retail, giving him 11 years of experience managing the ups and downs of his own business before moving into health care settings. Rob has been involved in overseas 3rd sector health care projects and made many visits to the Balkans towards the end of the 1990's and 2000's as a volunteer. Rob progressed on to lead roles in accessible motorsport and later became a volunteer technician for Talan Racing, the UK's only independent motorcycle race team for disabled riders. He continues to provide Accessible Motorsports Consultancy Services alongside his day to day Case Management role.

Within his role as a Case Manager Rob has gathered a wide range of first hand experience in Complex and Catastrophic Injury Case Management including overseeing successful community independent living trials, repatriating of foreign national clients during and post Litigation, co ordinating MDT response to complex welfare matters during litigation and presenting these in court, risk management of substance misuse and associated adult safeguarding and supporting vulnerable clients through the Criminal Justice System. Rob has also gained experience working alongside Special Educational Needs (SEN) consultants, contesting assessment outcomes and guiding families through the appeal and re assessment process to optimize funding avenues and achieve best outcomes.

Rob has first-hand lived experience of a severe brain injury within his family giving him a very realistic perspective of both the challenges and opportunities involved in the recovery process. Rob has spoken at several conferences as a sibling of a young adult with a severe brain injury.



**Dr Neil Parrett, MA(hons), DClInPsy, PgDip, CPsychol**

**Consultant Clinical Psychologist, NPsych Ltd**

Dr Neil Parrett, is a Consultant Clinical Psychologist & Owner of NPsych Ltd, a neuropsychology clinic specializing in brain injury rehabilitation in the South and East of England. He has worked as a treating clinician for 17 years and as an expert in medico-legal cases for 13 years. He was a trustee for Headway North London for 7 years before moving to become a trustee for Headway Essex in 2020.

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**Nikki Hopkins**

**Operations Director & Case Manager, CCM, BABICM Advanced Registered Practitioner Case Manager**

Nikki Hopkins is an Occupational Therapist and an Advanced BABICM Registered Practitioner Case Manager, working as the Operations Director for Community Case Management Ltd. After qualifying from Oxford Brookes University, Nikki has continued to build on her extensive knowledge base, 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 CCM. 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 CCM 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.



**Olivia Mannering**

**Safeguarding Consultant and Independent Social Worker, Cotswold Safeguarding Consultancy**

With over a decade of experience supporting children and families through complex challenges, Olivia is an experienced social worker and safeguarding specialist. Since qualifying with a Postgraduate Diploma in Social Work from Oxford Brookes University in 2012, she has held senior roles across a range of services, including children's disability teams, residential settings for adolescents in mental health crisis, and child protection.

Olivia currently leads multi-disciplinary teams, chairs child protection conferences, and independently reviews care plans for looked-after children, ensuring high-quality, child-centred practice. Her work is rooted in a commitment to making children's voices heard and improving their long-term well-being.

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**Ruth Wright**

**Director, EMG Solicitors**

Ruth is an experienced solicitor and acts as property and affairs deputy or professional Trustee for many clients. Her particular expertise lies in acting as deputy for adults and children with brain injuries (as a result of clinical negligence or personal injury) in receipt of substantial damages or whilst they are in the litigation process. Ruth regularly deals with complex cases where consideration of the interaction between the Court of Protection jurisdiction and the litigation may impact on quantum. She is recognised for her ability to navigate cases where family dynamics are complex, where the client may be particularly challenging or there are novel issues. Ruth also acts as an expert witness producing expert reports for both Claimant and Defendant.



**Dr Reena Vohora BSc (hons), MRes, DClinPsy CPsychol AFBPsS**

**Consultant Clinical Psychologist, Academic Tutor and Equality, Diversity & Inclusion Lead: University of Oxford & Gray Matter Neuropsychology Services**

Dr Reena Vohora is a Consultant Clinical Psychologist specialising in the assessment and treatment of adults with mental health difficulties and neurological conditions. In addition to her roles as owner of 'Dr Reena' (independent practice) and associate of Gray Matter Neuropsychology Services, she holds a senior academic position at the University of Oxford.

Having commenced clinical work in the NHS in 2005, Dr Vohora has amassed significant clinical experience and has worked in a range of health services across the country. Dr Vohora recognises the importance of considering the socio-cultural context within which brain injury and recovery occurs. In addition to 1:1 input, her work also includes input with families and staff teams in order to support patient, carer and team wellbeing.

Dr Vohora regularly provides teaching and supports the co-ordination of the academic curriculum for teaching streams on the University of Oxford doctoral clinical psychology course. She is active in the field of clinical research, having supervised over forty doctoral research projects. She has published in peer-reviewed journals, including the 'Journal of Neuropsychology' and 'Neuropsychological Rehabilitation'. Dr Vohora is also an associate journal editor of 'Behavioural and Cognitive Psychotherapy' and has experience of examining at several universities. Dr Vohora's research interests include adjustment to stroke/brain injury, post-diagnostic support, caregiver support, evaluation of psychological services, culturally sensitive clinical practice and the role of compassion in therapy.

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**Alex Rook**

**Partner, Rook Irwin Sweeney LLP**

Alex Rook is a founding partner at Rook Irwin Sweeney LLP, a leading public law and human rights firm based in London. His practice is dedicated to achieving social justice, with a particular focus on judicial review, health and social care, mental capacity, and human rights law. Alex acts for individuals, charities, and companies, and is especially known for his work supporting disabled children and adults. Alex's experience includes acting in many leading public law cases of the last decade, representing clients at all levels up and including to the Supreme Court.



**Katie Hards**

**Diabetes Specialist, Oxford University Hospitals**

Katie Hards is a nurse, doctoral student, and educator passionate about diabetes care. She has had the privilege of working in diabetes across primary, community and secondary care settings in her extensive career whilst also attending Diabetes UK children camps over many years. She currently works at Oxford University Hospital Trust as a lead Diabetes Nurse responsible for the inpatient and outpatient service there with all the challenges this brings.

She has seen Diabetes from the time of glass syringes and urine testing to the exciting times of technology, which drives her overall commitment to help make a difference. In the lives of people with diabetes and to enhance skills and knowledge within the current and future multidisciplinary workforce, underpinned by evidence and research.

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# Rehab Provider of the Year 2024



- Fully registered case management service
- Highly specialist welfare provision for adults and children
- Immediate Needs Assessments
- Care Needs Assessments
- Therapies and Healthcare
- Client account management
- Employment Support Services

**Leading the way in case management and rehabilitation services worldwide, providing quality of life solutions for seriously injured adults and children.**



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Community Case Management





**Libertatem goes 'beyond outstanding' to provide specialist home care and support and you can be sure your clients' care is in safe hands. We understand the very specific requirements of pre and post settlement, and our teams can support through that process.**

## About Libertatem

We are a trusted provider of high quality complex home care for people with a range of conditions, offering national coverage with a local presence. We are registered to provide care in England, Wales and Northern Ireland.

Our dedicated clinical team oversee the quality of care in the home, supported by our team of care-coordinators. There is 24/7 support available.

Our desire is to be an extension of case management and legal teams- working together to provide a seamless service to clients.

## What can we offer?

- Bespoke care including hourly, waking night and sleeping night support
- Live in care
- Educational attendance support
- 2:1 complex healthcare support
- PA support

We are able to support adult or paediatric patients and can help those transitioning from paediatric to adult provision.

## What conditions can we support?

We support people living with a range of complex and clinical needs including:

- Acquired Brain Injury
- Spinal Cord Injury
- Cerebral Palsy: Spastic, Dyskinetic, Ataxik
- Home ventilation and respiratory support
- Renal care
- Stroke
- Motor Neurone Disease
- Multiple Sclerosis (MS)
- Epilepsy
- Low self-esteem/confidence
- Depression

## We offer:

- Daily reports
- A tailored focus on achieving positive outcomes for our clients'
- Professional transfers of care
- Increased independence
- High customer satisfaction levels

## An established and accomplished team

We help case managers and litigation teams to provide optimum outcomes for clients. With excellent communication, state-of-the-art digital technology, careful colleague selection and best-in-class training, professionals acting on behalf of clients can be assured Libertatem is provider that goes beyond outstanding.

## Training and bespoke support

We create a bespoke training course based on the actual needs of the individual. Examples of these are bowel care, cough assist, autonomic dysreflexia, ventilation and suctioning.

**To find out more visit**  
**[referrals@libertatemhealthcare.co.uk](mailto:referrals@libertatemhealthcare.co.uk)**

