



— presents —

The CMSUK Awards 2025

"Adversity into Achievement"

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19.9.25 | 12:00 - 17:00

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Kensington, W8 4PT



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A foreword from Sue Ford

Over the course of my working life, I have always considered myself extremely lucky to have had job roles that I have genuinely loved, and none more so than case management. It is true to say that CMSUK has been hugely influential in developing and sustaining my passion for case management, and I have now served 11 wonderful years on the Board of Directors and acted as Chair for the last 4 of those years.

All good things must come to an end, however, and this autumn I will be stepping down as chair of CMSUK and taking early retirement. I am very excited to be embracing onwards adventures, but as with all notable milestones of life, my retirement plans have made me reflect, comparing my past ambitions with my actual achievements.

When I first volunteered to get involved in CMSUK, I confess my motivation was almost entirely selfish. I wanted to understand this new community I had joined; I wanted access to the latest news, top-class training and, of course, the essential networking experience. It wasn't long, though, before I realised that CMSUK was so much more than this.

Together with the other membership organisations, I could see that CMSUK was striving to establish case management as a profession in its own right and, by doing that, protecting the public and pushing up standards of practice.

I was all the more impressed with this having initially struggled with my move from public sector roles to the strange world of private enterprise and commercial awareness. I could not comprehend how people from different organisations that were essentially in competition with each other would be able to work together "for the greater good".

But this is exactly what I found at CMSUK: **people willing to give generously of their time and expertise to improve case management everywhere, regardless of where people worked or what client groups they supported.**

And so began my sense of pride and passion for the work of CMSUK that remains with me to this day. It is incredible that a charity, run mainly by volunteers, has been able to deliver such a vast range of the highest quality training, events and professional support consistently over so many years.

During my time on the Board, I have watched the profession of case management mature and have played an active role in that development through being part of CMSUK. Now for the first time in 2025, case managers have their own professional register, a truly remarkable achievement, and I have been very lucky to be involved at such a critical time in the profession's history.

Obviously it hasn't all been easy. There have been difficult times, none more so than the challenges posed by lockdown during the pandemic. For those of us on the Board at the time, trying to maintain vital input for our clients in our "day jobs", support our colleagues and employees, and then continue the "voluntary" work for CMSUK, it really was a constant struggle.

I was amazed at the resilience shown and shared through the case manager community. Events were transferred online with astonishing creativity and flair; people found new ways to work, to support each other, and to share newfound skills and expertise. So, hard though it was, CMSUK survived those times, and over the years since, I like to think we have grown stronger and more cohesive as a community.

A foreword from Sue Ford

To celebrate this, when CMSUK published its “Shared Values” in 2022, we wanted to be clear that we aspire to be truly inclusive, friendly and welcoming as a Society of Case Managers.

We revised our Articles of Association to ensure that member benefits and eligibility to join the Board were widened to include the countless people who may not actually be case managers but who provide essential support to the work of case managers, such as assistants, HR, finance, accounts, managers, receptionists, and so on.

We are committed to championing the work of all the team players who contribute to excellent case management support, whatever practice setting or client group. I feel strongly that the CMSUK membership is primarily a community that is richer and stronger when it works together.

One of my absolute favourite responsibilities as Chair has been to introduce the CMSUK Annual Awards. Rare are the moments in the mad rush of our busy work lives when we are able to sit back and truly consider what amazing work is done every single day within the case management world. The Annual Awards offer that precious time.

I am so proud of the expansion of the awards to offer different perspectives, wider eligibility, and a greater opportunity to appreciate all the work that can make such an incredible difference to our clients' lives.

This year, the joy of opening the awards goes to Rhiannon Stokes, the incoming chair of CMSUK. I am absolutely delighted that Rhi has accepted the role of Chair as I step down. Her obvious passion for excellent case management permeates everything she does, and she has the energy and vision to drive the organisation onwards and upward in every way.

CMSUK has always helped me feel connected, part of something bigger and more important than the day-to-day. I will always be grateful for that sense of belonging and for the friendships and support that I found within the CMSUK family.

I know that Rhi and the rest of the directors want to make sure all CMSUK members feel connected to CMSUK and to each other. I have complete confidence that their vision and commitment will guide them well and ensure a great future both for the organisation and for the wider case management world.

I truly wish them every success.

Sue Ford
Retiring Chair, CMSUK



A foreword from Rhiannon Stokes

It's an honour and a privilege to take on the role of Chair of CMSUK. As someone who has worked as an occupational therapist for over 30 years, and as the founder of Stokes Case Management, I've had the opportunity to witness the evolution of our field and the growing recognition of the complex, impactful work that case managers do every day.

Throughout that journey, CMSUK has been a constant source of professional inspiration, guidance and connection. Not only for me, but for so many across the sector. I have long admired CMSUK's commitment to raising standards, providing education, and championing those who work at the heart of rehabilitation.

What sets CMSUK apart is our inclusive spirit and dedication to bringing people together. Whether it's case managers themselves or professionals who work alongside them to deliver outstanding outcomes for clients.

This shared sense of purpose and collaboration is something I am deeply passionate about and will continue to nurture in my role as Chair.

Following in Sue's footsteps is no small task. Her leadership has been exceptional—clear-sighted, compassionate, and deeply committed to the organisation's values.

Under her guidance, CMSUK has become more inclusive, and more connected than ever before. I'm incredibly grateful to Sue for the time, energy and wisdom she has given so generously, and I know I speak for many in saying her legacy will be felt for years to come.

Looking ahead, I'm excited to work with our members and partners to ensure CMSUK remains at the forefront of professional development, advocacy, and community-building in case management.

Whether you're new to the profession or have decades of experience, there's a place for you here. I look forward to leading CMSUK into its next chapter—with energy, collaboration and a continued focus on excellence in all that we do.

Rhiannon Stokes CMSUK's Incoming Chair



Running order of the day

12:00 – 13:00 - Champagne Reception -
Sponsorship available

13:00 – 13:30 - An opening address from the
Chair of CMSUK

13:30 – 14:30 - Awards Ceremony Lunch

14:30 – 14:40 - A presentation delivered by our
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14:40 – 15:20 - Keynote speaker, Darren Edwards
shares his inspirational journey

15:30 – 16:55 - The CMSUK 2025 Awards Ceremony

16:55 – 17:00 - Closing remarks from CMSUK Chair



ROYAL GARDEN HOTEL
LONDON

The award categories

Case Manager Supporter of the Year

Sponsorship available
Your company here

This award honours an individual who has significantly supported case managers and clients, enhancing service success through impactful improvements to care and cost-effectiveness, with this year's winner standing out for their targeted service enhancements and meaningful outcomes.

All entries this year provided excellent examples of improvements made to client care and cost-effectiveness. This year's winner demonstrated specific improvements and adjustments to services and benefits to the case managers and clients they support.

Case Management Service Provider of the Year

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The Service Provider Award recognises an outstanding individual or company working in partnership with case managers to help clients progress towards agreed goals. This year's entrants all demonstrated high clinical standards, strong multidisciplinary collaboration, and had a clear and positive impact on improving outcomes for clients.

Sponsor - Gingham Kids Nanny Agency is the premier childcare agency serving families across Cambridgeshire, Hertfordshire, Essex, Suffolk, Norfolk, and London. Renowned for excellence and a warm, personalised approach, they offer a one-stop solution for all childcare needs—supporting families through every stage of life and empowering childcare professionals at every step of their careers.

Whether placing maternity nurses, nannies, or mother's help, Gingham Kids delivers bespoke services tailored to the unique needs of both families and carers, with integrity, professionalism, and an unwavering commitment to quality care.

The award categories

Rehabilitation Innovation of the Year

Supported by



This award celebrates innovative approaches to rehabilitation developed by professionals such as case managers, insurers, and solicitors, which led to meaningful progress and improved outcomes for clients with complex needs.

All of this year's entrants demonstrated exceptional standards of care through an innovative practice and will be invited to share their approach at a future CMSUK seminar.

Sponsor - RTW Plus delivers bespoke, evidence-based wellness and rehabilitation services tailored to individual needs, prioritising meaningful outcomes for all stakeholders. Guided by core values such as collaboration, innovation, respect, and compassion, the organisation aims to make a positive, lasting impact on individuals and society while fostering sustainable growth.

Partnership Initiative of the Year

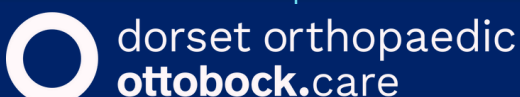
Supported by



This award celebrates innovative partnership initiatives that exemplify high professional standards and overcome barriers to deliver truly effective collaborative working for the benefit of the client. This year's winner demonstrated outstanding teamwork with internal and external partners, achieving excellent outcomes for all involved through a unified and client-centred approach.

Sponsor - Mode Rehabilitation, mission is to provide nationwide support for individuals with complex needs through a holistic approach that encourages progress and builds strong therapeutic relationships. They offer a safe space for all, with particular dedication to veterans, helping them navigate mental health services confidently. Through their Single Point of Access, Mode ensure every individual feels secure, supported, and able to access the care they deserve.

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The award categories

Case Management (Small)

Company of the Year

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The Medical Evidence Management System

The Small Case Management Company Award celebrates smaller organisations that excel in professional practice, company culture, and delivering outstanding client outcomes. This year's entrants impressed with exceptional working practices across clients, referrers, partners, staff, and consultants, as well as innovative adaptations to a changing work environment with a focus on sustainability and long-term impact.

Sponsor - ALLDOQ is an AI-powered medical evidence management platform, designed to help lawyers and expert witnesses work smarter. The platform provides a secure, user-friendly space to store and access large volumes of clinical notes, radiology, and expert reports – all in one place. It enables seamless collaboration, allowing lawyers to instruct and communicate with experts efficiently.

ALLDOQ ensures robust and streamlined management of medical evidence in personal injury and clinical negligence cases, enhancing productivity and supporting better outcomes for clients.

Case Management (Large)

Company of the Year

Supported by



The Large Case Management Company Award recognises organisations with 16 or more team members — including full-time, part-time, and associate case managers, support staff, and consultants. It celebrates companies that demonstrate strong organisation and sustainable working practices in response to an ever-evolving professional landscape.

Sponsor - Libertatem Healthcare Group, part of Sonderwell, provides outstanding, nationwide care and support for clients affected by personal injury or medical negligence. With a focus on promoting independence, Libertatem is rated outstanding by the CQC and is a registered provider with CIW in Wales.

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The award categories

Clinical Case Manager of the Year

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CMSUK champions excellence within case management, and this award recognises clinical case managers who have demonstrated exceptional practice in supporting clients to achieve meaningful and measurable outcomes. All of this year's entrants delivered expertly planned interventions with clear links to improvements across key areas of quality of life. These include, physical, emotional, psychological, social, and economic.

Sponsor - **Remedy Healthcare** provides rapid-access, consultant-led specialist musculoskeletal rehabilitation through multidisciplinary teams in both residential and community settings. Drawing on military, NHS, and private sector expertise, they aim to make complex trauma rehabilitation accessible to all—particularly within the personal injury space—offering early intervention, integrated care, and life-changing outcomes.

Catastrophic Case Manager of the Year

Supported by



This award celebrates outstanding professional practice that goes above and beyond in collaboration with multiple parties. It recognises individuals who have overcome significant challenges, demonstrated a strong solution-focused approach, and shown a commitment to continuous improvement through reflective practice and personal development.

Sponsor - **STEPS Prosthetics** is committed to respecting each individual client's unique circumstances and ambitions, providing dedicated support to help them achieve the best possible outcomes.

Whether the goal is regaining everyday independence or becoming a medal-winning Paralympian, STEPS Prosthetics has the expertise and experience to match their clients' determination and drive.



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The award categories

Charity of the Year

Sponsorship available
Your company here

This award is given to a charity that the CMSUK membership believe has delivered outstanding service to service users, the community, and the general population. The charity must have been clear in its goals and strategy and demonstrated excellence, especially within the last 12 months.

It also highlights the meaningful impact of charitable organisations in supporting clients, families, and professionals across the field of case management.

Outstanding Contribution of the Year

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The CMSUK Outstanding Contribution Award is designed to recognise individuals who have made significant and impactful contributions to the field of case management. This award is open to professionals across various sectors, **but not case managers**. It's for professionals who might work in the legal or insurance sector.

Sponsor - Active Care Group (ACG), are the UK's leading provider of complex care. ACG's multi-award-winning specialist care services support people with complex conditions including acquired brain injury, acquired spinal injury, neurological conditions, learning disabilities, and, respiratory and ventilation.

They provide progressive, personalised pathways of care that combine clinical expertise, personal support, and therapeutic and rehabilitation services enabling service users to live the most rewarding lives possible.



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Event Sponsors

Table Decorations



Established in 2008, **NeuroHealth** provides bespoke case management services to adults and children in London, the South of England and the Home Counties. NeuroHealth specialises in assisting individuals who have sustained brain injuries, spinal cord injuries, amputations, cerebral palsy, and other life-changing conditions.

The organisation provides comprehensive assessments and coordination of rehabilitation and care services, tailored to meet each individual's unique needs. In addition, NeuroHealth offers dedicated support and advocacy for clients and their families. The team promotes effective communication between all parties involved in a client's health and welfare, including medical and health professionals, private and statutory services, employers, solicitors, insurance companies, and, most importantly, the client and their family.

Photography



Clover Care Group provides specialist staff for complex care packages, supporting children and adults in achieving independent and fulfilling lives.

With over 40 years of clinical experience, the organisation is committed to exceeding care standards, delivering flexible, person-centred support that evolves with each client's needs. Clinical Leads and Regional Nurses offer 24/7 support, ensuring care adapts to changing health and social outcomes. Led by a Clinical Director, the expert team develops tailored care plans, combining compassion, expertise, and innovation to deliver the highest quality home care. Clover Care Group goes beyond meeting standards - it sets them.

Audio & Visual

LINK@REHAB

Link Rehab provides bespoke rehabilitation assistant services for individuals with complex impairments. With a strong focus on enhancing quality of life, the team at Link Rehab delivers personalised, compassionate support that is carefully tailored to each client's needs.

Working collaboratively with clients and their wider rehabilitation teams, Link Rehab aims to promote independence, reduce everyday barriers, and support meaningful engagement in daily life—at home, in the community, and throughout the rehabilitation journey.

Welcome Drinks



CASE MANAGEMENT

NJ Case Management provides comprehensive support for individuals with complex care needs, working with solicitors, insurers, medico-legal teams, and other parties across London and the South East. Based in St Albans, the team delivers expert case management for adults and children, including rehabilitation, disability applications, and Court of Protection services.

Their expertise covers complex and catastrophic injury case management, expert witness services, initial needs and capacity assessments, as well as guidance with PIP and disability benefit applications, ensuring clients receive the care and funding they are entitled to.

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Be part of the largest CMSUK awards to date

Interested in sponsoring **our largest-ever awards ceremony**? We'd love to have you on board. Below are the current packages that are still available. If you'd like to purchase one of these packages, please [email Hayley Williamson](#).

Award category sponsorships

£1,200

The following awards are available to sponsor. This includes acknowledgement and your logo on the menu, programme, award that you're sponsoring and [the awards landing page](#). You will also present the award that you're sponsoring.

-Case Manager Supporter

-Charity Award

General event sponsorships

Welcome Drinks Reception Sponsor - £1,200



- Acknowledgement and logo on the menu, programme, and on the slides throughout the day.
- Company logo on [the awards landing page](#).
- Opportunity to take advantage of a discounted table of ten for £1,260 rather than £1,450.



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Adversity into Achievement

Darren Edwards

A World Leading Adaptive Adventurer, Record-Breaking Explorer, and Inspirational Speaker.

Darren Edwards has faced life's greatest uncertainties head-on, drawing from his experience leading record-breaking expeditions and overcoming a life-changing injury. Speaking with unmatched authority and authenticity, he shares how to conquer fear and thrive in the face of challenges. With a natural gift for storytelling, Darren captivates audiences by blending inspiration with practical insights, offering real-world solutions to even the most daunting obstacles.

After time in the armed forces and training as a teacher, Darren's life changed when a ledge gave way while climbing in North Wales, sending him plummeting over 100 feet. He survived but broke his back in two places, severing his spinal cord and leaving him paralysed from the chest down.

Determined to return to outdoor adventure, Darren bought a kayak shortly after leaving hospital. It was the start of a series of achievements that saw him kayak the length of Britain and become the first wheelchair user to complete the 777 challenge – seven marathons on seven continents in seven days. Later this year, he will sit-ski across Antarctica to the South Pole, once again pushing the limits of what's possible.

He also launched Adaptive Expeditions, a company that helps disabled people push their boundaries through adventure. Grounded in military training and personal experience, Darren shows how everyday pressures can be as challenging as extreme environments, sharing real-world lessons on resilience, positivity, leadership, and thriving through uncertainty.

"It's an incredible honour to be the keynote speaker at the CMSUK Awards. I have huge admiration for the work case managers do to help individuals rebuild their lives after injury or illness, and I'm proud to be part of an event that celebrates their dedication, compassion, and impact."



The Royal Garden Hotel

2, 24 Kensington High St, London W8 4PT

A Bigger Venue for Our Landmark Awards Ceremony

As the CMSUK awards go from strength to strength, we are delighted to announce our move to a new venue, the Royal Garden Hotel in Kensington, allowing us to accommodate almost twice as many attendees.

Why The Change?

As the flagship award ceremony within the case management sector, demand has now outgrown our previous venue. With an increasing appetite for celebrating excellence in case management, we recognised the need for a larger space to bring even more of the case management community together.

Our move to the Royal Garden Hotel in Kensington, means we can now welcome over 400 guests for an evening of recognition, inspiration and networking. This not only enables more professionals from across the sector to attend and also allows for greater opportunities for collaboration and connection on the night.

Getting To The Venue

With the Royal Garden Hotel being well connected to London's major transport hubs, it makes the venue accessible for all guests. The closest underground station to the Royal Garden Hotel is High Street Kensington, which is only a five-minute walk away and can be reached on the Circle and District Lines.

By Car

The venue does have a secure underground car park that has 147 spaces and if you'd like to book a space, you can do so [by following this link](#). Other car parks within a 15-minute walk include:

Hornton Street Underground Car Park
Hornton Street
Royal Borough of Kensington & Chelsea
London
W8 7NX

Copthorne Tara Hotel
Scarsdale Place
Royal Borough of Kensington & Chelsea
London
W8 5SY



ROYAL GARDEN HOTEL

LONDON



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Join our thriving case management community.



Corporate membership

£2,000 per annum

Key benefits include:



Influence the development of CMSUK



Inclusion of promotional materials in our delegate conference packs



8 free CMSUK memberships with a 10% discount on a further 8 places.



www.cmsuk.org/apply-for-membership



Standard membership

£90 per annum

Key benefits include:



Attend our sector-leading study days and webinars.



Be a proactive member of the UK's leading case management network.



Access to CMSUK's extensive webinar library.



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Upcoming events

cmsuk.org/about-cmsuk/conferences-and-events



Study day



Webinar



Online Study Session

Supporters' Guide to Case Management

Wednesday 10th September - 12:00 – 13:00



The CMSUK Awards Ceremony

Friday 19th September - 12:00 – 17:30

Royal Garden Hotel, Kensington High St, W8 4PT



Introduction to Case Management

Wednesday 15th October - 9:30 – 15:30

Irwin Mitchell, Manchester, M2 3AF



2-Day Online Workshop

Level 4 - Safeguarding Adults and Children

Wednesday 26th November 2025 - 10:00 am &

Thursday 27th November 2025 4:00 pm



Exploring the Complexities Surrounding a Dignified Death

Friday 28th November - 9:30 – 17:00

Irwin Mitchell, London, EC1N 2PZ



The CMSUK Conference - 2026

Tuesday 17th & Wednesday 18th March



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