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# *Courage & Curiosity Conference*

14 & 15 MARCH 2024

St John's Hotel, 651 Warwick Rd, Solihull B91 1AT

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**Helping case  
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deliver for  
everybody**

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HLG Complex Care are Wakefield's specialists in Complex Care and assistance at home. Our highly trained staff offer specialist support in spinal injuries and complex health.

As experienced case managers in SCI we can support the legal process and the rehab code

**Take charge of your care with us!**



# Empowering you for life



**We understand that our clients' needs are complex and often require more than just a prosthesis.**

We work in partnership with STEPS Rehabilitation to offer an amputee residential rehabilitation programme with all treatment provided in a dedicated residential rehabilitation setting.

STEPS Prosthetics form life-long client relationships that are dedicated to achieving long-term goals.

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# 3

HUB

## The Case Management Community

If you are an experienced case manager and a qualified health professional looking to become self-employed then 3HUB provide you with the clinical, business and practical support you need to help you make that step.

You can enjoy the financial and practical benefits of being independent while being part of a dynamic, collaborative, supportive and well-governed community.

Some of the benefits of 3HUB membership:

### Work/Life Balance

Excellent earning opportunities  
Choose your caseload capacity

### Referrals

Support with sourcing new client referrals from 3HUB and wider 3HUB community

Networking opportunities

Retention of your clients

### Clinical Support

Supervision from highly experienced case managers

### Peer Support

Share knowledge, ideas and training to keep your practice current and relevant

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### CQC

Comprehensive support with CQC registration, compliance and governance

Regularly reviewed and updated CQC library of templates and policies

### Training

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### Business Support

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### Tools to meet your professional standards

Including a full range of clinical templates & policies

Cloud based case note and storage systems

### Virtual Office

Access to meeting rooms

Office telephone number & address

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Services including admin, proofreading, annual leave & sickness cover

**3HUB membership starts at just £26.50/hour**

**3HUB Community - Going independent together**

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# AGENDA

## DAY 1

Thursday 14th March 2024

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09:30 - 09:50



House Keeping & Welcome from the CMSUK  
Chair, Sue Ford

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09:50 - 10:00



Headline Sponsor - The OT Service  
Lucy Leonard



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10:00 - 10:40



Keynote Speaker - Kate Allatt

Case Managers - improving rehabilitation outcomes  
from a patient's perspective?

You will discover how communication, language,  
clinical relationships, sexuality and signposting, will  
elevate you from your competition.

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10:40 - 11:10



Coffee Break

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# AGENDA

DAY 1

11:10 - 11:50

## Breakout Session 1

Brueton Suite



**Dr Dev Ahuja & Deborah Edwards - RTW Plus**

Pain stories: Understanding the invisible emotional influences on perception of pain.

## Breakout Session 2

Gloucester Suite



**Sue Reeve & Stephen Holland - Aviva**

Injury claims process from; notification of accident, cover and liability considerations, appointment of Case Manager in CAT claims, decision making and barriers.

## Breakout Session 3

The Eversfield



**Shabnam Berry-Khan & Suzie Davies - PsychWorks Assoc**

The Cry for Help: Exploring the Depths of Suicidal Thoughts.

11:50 - 12:30

## Breakout Session 1

Brueton Suite



**Margot Widdup - Unite Professionals**

**Will Young - Barrister, Outer Temple**

A barrister's introduction to injury litigation and the role of case management within it, including review of case law and lessons learnt for case managers.

## Breakout Session 2

Gloucester Suite



**Amy Chater - Leigh Day**

Working with a Property & Finance Deputy - the starting position.

## Breakout Session 3

The Eversfield



**Katya Halsall - Employment Expert, Voc Rehab Consultant**

TBI – The Journey Back To Work programme for brain injury survivors.

12.30 - 13:30

Lunch & Exhibitors



# AGENDA

DAY 1

13:30 - 14:10

## Breakout Session 1

Brueton Suite



Ollie Coburn - Registrar for BASRaT

Josh Robinson - Onyx Rehabilitation

Quality assuring the Sport Rehabilitation workforce.

## Breakout Session 2

Gloucester Suite



Andrew Zajac - Leigh Day

The 4 C's of Expert Evidence and Rehabilitation –  
Courage, Curiosity, Communication & Collaboration.

## Breakout Session 3

The Eversfield



Steve Flatt - Working Conversations Group

A strengths based approach to people who feel the  
need to hurt themselves.

14:10 - 14:50

## Breakout Session 1

Brueton Suite



Andrea Hemingway - DWF Law

Utilising Sports Rehabilitation/ Therapy as part of  
the litigation process from an insurers perspective.

## Breakout Session 2

Gloucester Suite



Ryan Gilbert - Senior Paralegal JMW Legal

Elaine Miller - Unite Professionals

Deputies & Case Managers: collaborative approaches  
to decision making and financial management.

## Breakout Session 3

The Eversfield



Dr Melanie Lee - Trust Psychology

Why isn't this trauma therapy working?

Understanding the necessity of healing the nervous  
system through safely in connection.





# AGENDA

DAY 1

14:50 - 15:20



Coffee Break

15:20 - 15:50



IRCM and the membership organisations  
(CMSUK, BABICM and VRA) – their roles explained



15.50 - 16:30



Keynote Speaker - Tony Pearson

19.00 - 00.00



Dinner Dance  
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# Jacqueline Webb

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YOU!**

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Paediatric Physiotherapy for babies, children, teenagers and young adults who have serious and complex needs.

Trauma Physiotherapy after complex orthopaedic injuries, amputation, planned surgery, ligamentous injuries, degloving and joint replacements.



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“

I really trust these guys!  
You're in safe hands

Amy Conroy

To find out more contact  
us on **0800 433 2239** or  
**[enquiries@dorset-ortho.com](mailto:enquiries@dorset-ortho.com)**



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# Life is for living, not just existing.

## *Brain Injury & Vocational Rehabilitation Specialist Occupational Therapy Service*

We support all our clients to live the lives they want to live, and achieve the things they want to achieve. We help them to break down any barriers their brain injury, or other conditions, may have put in their way.

We deliver a bespoke, high quality, unique Specialist Brain Injury and Vocational Rehab Occupational Therapy service. Situated in Worthing, we cover the south east coast, Surrey and surrounding areas.

We are a highly skilled group of carefully selected therapists, with excellent clinical skills, delivering a first-class service. We pride ourselves in the work we do and the results we achieve.



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**Everyday Living Therapy Ltd**

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## Empowering you for life

We understand that our clients' needs are complex and often require more than just a prosthesis.

We work in partnership with STEPS Rehabilitation to offer an amputee residential rehabilitation programme with all treatment provided in a dedicated residential rehabilitation setting.

STEPS Prosthetics also provide outpatient services based in Sheffield with a satellite clinic in Gateshead, in partnership with Neural Pathways.

STEPS Prosthetics form life-long client relationships that are dedicated to achieving long-term goals.



**[stepsprosthetics.com](http://stepsprosthetics.com)**

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**STEPS  
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**Is an independent expert witness reporting company. We have been providing an expert witness service for over 35 years.**

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# AGENDA

## DAY 2

Friday 15th March 2024

08:30 - 09:15



### Breakfast Presentation

Lynda Goncalves - HR 4 Case Management

Why do you need Chesney Hawkes as a member of your band? An opportunity to meet a HR Expert who has worked in the Case Management sector since 2010, and passionately believes that HR should be a member of all clients MDT's if they have a directly employed team.

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09:30 - 09:50



House Keeping & Welcome from the CMSUK Chair, Sue Ford

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09:50 - 10:00



### Headline Sponsor - The OT Service

Lucy Leonard



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10:00 - 10:40



Keynote Speaker - Professor Claire de Than  
Sex, Disability & Embracing Risks



# AGENDA

DAY 2

10:40 - 11:20

## Breakout Session 1

Brueton Suite



**Derek Cutler - Stoke Mandeville**

Researching Assistive Technology and Virtual Reality to improve outcomes for people with impaired upper limb function as a result of SCI.

## Breakout Session 2

Gloucester Suite



**Johnathon France - France Associates**

Accommodation & Your Client - The discussion will cover housing, adapting accommodations, considering options, and asking relevant questions to clients and landlords, while addressing property-related topics and recent legislative changes that may impact clients.

## Breakout Session 3

The Eversfield



**Clare Price - Accredited CBT Therapist and Mental Health & Wellbeing Specialist**

Suicide – It's OK to ask for help. How to navigate services to support clients who are presenting as suicidal, support through safety planning. Reducing the emotional load: those bereaved, self-care for those working with clients.

11:20 - 11:50



Coffee Break





# AGENDA

DAY 2

11:50 - 12:30

## Breakout Session 1

## Brueton Suite



**Dr Amber Johnston - Healthy Mind Psychology**  
Painful Conversations: How to talk to clients about neuropsychological models of pain treatment without inciting invalidation and shame.

## Breakout Session 2

## Gloucester Suite



**Adrian Mundell - Partner Ashtons Legal**  
United for the client's good:  
Working relationship between deputies & case managers, working together to ensure the best outcomes for the client, top tips and pitfalls to be avoided; a case study.

## Breakout Session 3

## The Eversfield



**Ann Shearer & Margaret Russell - Obair Associates**  
Changing labour landscape – The case managers vocational tool kit to maximise return to work outcomes.

12:30 - 13:10

## Breakout Session 1

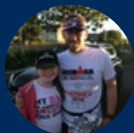
## Brueton Suite



**Emma Toman - Neurosurgery Trainee**  
Can we diagnose concussion in NHS patients using saliva? The presentation will cover how concussion is diagnosed clinically and the various barriers to this in the NHS. I will summarise the findings from my PhD which focussed on salivary biomarkers to identify concussion.

## Breakout Session 2

## Gloucester Suite



**Ian Talbot & Kate Sherman - Dorset Orthopaedic**  
Time to get ReAktiv. The team from Headley Court's defence medical rehabilitation center applies over a decade of orthotic rehabilitation experience to benefit patients at Dorset Orthopaedic clinics.

## Breakout Session 3

## The Eversfield



**Kelly Thrussell - Access Technology**  
Digital Wellbeing; finding the balance between maximising access and minimising risk.



# AGENDA

DAY 2

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**13:10 - 13:35**



IRCM and the membership organisations  
(CMSUK, BABICM and VRA) – their roles explained



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**13:35 - 13:45**



**Sue Ford - Chair, CMSUK**  
Closing of the Courage & Curiosity Conference

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**13.45 - 15:30**



**Lunch & Network**

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# Coming together is the beginning

Coming together is progress. Working together is success

Henry Ford



**Business Support Solutions**

Reliable & Professional

RP Business Support Solutions Ltd was formed in May 2010 by Director Racheal Pickford, to provide virtual secretarial and administrative assistance to organisations mainly in the care industry. Support is adapted to the client, and ranges from supporting them to set up their own business with the design and production of paperwork and templates to providing an extra pair of hands to their already existing office team, whether that be Administration, Marketing, Finance, or Recruitment. With the added partnership with Peninsula, RP Business Support offers an all-round office support service.

[www.rpbusinesssupport.co.uk](http://www.rpbusinesssupport.co.uk)

"it is important to be able to adapt to the needs of our clients, and the knowledge the teams bring has allowed support to be seamless as they interlink so well together.

We like our clients to feel we are part of their team, and we are all on this journey together learning and trying to come up with systems and processes that support and make the best use of their time".

*Racheal Pickford.*



CMVA was formed in 2019 by Director Racheal Pickford having experienced the niche support required by Case Managers who are working to meet the health needs of their clients.

The team have experience working in the care industry whether this be CQC Quality Compliance or as Care Managers and have developed a good understanding of what Case Managers need to progress a client's rehabilitation journey.

Over the years, the industry has seen the additional pressures placed on Case Managers in terms of regulation and as a result, the move for many to obtain CQC registration has been a must. In order to move with the times.

Racheal and her team were instrumental in supporting Jennifer M Whittall Ltd in successfully registering with CQC, ensuring robust systems were in place that are essential in meeting the requirements of regulatory bodies, and resulted in Jennifer M Whittall Ltd achieving 'Good' in its first inspection.

[www.cmva-ltd.com](http://www.cmva-ltd.com)



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We are proud to be an official supporter of  
the Institute of Registered Case Managers



# Specialised Neurological Physiotherapy:

## Enhancing Lives, Maximising Independence

At PhysioFunction, we understand the unique challenges faced by individuals with neurological conditions. Our specialised neurological physiotherapy services are designed to make a difference to the lives of your clients, providing tailored care and promoting lasting progress.

### Some Key Features:

1. **Expert Neurological Physiotherapists:** Our team consists of highly trained and experienced neurological physiotherapists who specialise in addressing the specific needs of clients with neurological conditions.
2. **Individualised Treatment Plans:** We believe in personalised care. Each client receives a customised treatment plan that focuses on their unique challenges, ensuring targeted and effective interventions.
3. **Cutting-edge Rehabilitation Techniques:** Stay ahead with our commitment to utilising the latest in neurological rehabilitation techniques. Our therapists are trained in the most advanced methods to maximize outcomes.
4. **Interdisciplinary Collaboration:** We work closely with case managers, consultants, and other healthcare professionals to ensure a comprehensive and coordinated approach to the care of individuals with neurological conditions.

### Why Choose PhysioFunction?

- **Proven Success Stories:** Our clinic has a history of achieving positive outcomes for clients with various neurological conditions, maximising independence and improving quality of life.
- **Timely Progress Reports:** Case managers can expect detailed progress reports, allowing for informed decision-making and adjustments to the treatment plan as needed.
- **Focus on Functionality:** Our approach goes beyond symptom management; we focus on restoring functionality, enabling clients to participate more fully in their daily lives.

Reach out to PhysioFunction at 0800 043 0327 or [rehab@physiofunction.co.uk](mailto:rehab@physiofunction.co.uk) to explore how we can collaborate for the benefit of your clients.





Combined expertise from renowned clinicians, providing private prosthetic and orthotic rehabilitation services for over 35 years.

“

I really trust these guys!  
You're in safe hands

Amy Conroy

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DIRECTOR | CLINICAL PSYCHOLOGIST | NEUROPSYCHOLOGIST



Dr Amber Johnston founded HMP in 2019 and has established a unique practice for her team of associates to develop holistic treatment plans focused on the powerful connections between the mind and body.

We pride ourselves on our ability to expertly match each client's individual needs with a specialist clinician to ensure treatment success.

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We specialise in rehabilitation for adults with neurological conditions such as traumatic brain and spinal cord injuries, stroke rehabilitation, peripheral nerve injuries and mobility disorders. We also provide musculoskeletal and amputee rehabilitation services for adults.

Our Rehabilitation Unit is supported by our wider medical team so we can quickly admit patients who have complex medical conditions and other medical concerns to ensure early rehabilitation. We can admit polytrauma patients and those who may require ongoing surgical treatment, ensuring holistic care that places the patient at the centre of everything we do.

We provide the highest quality, consultant-led rehabilitation, and work with patients and their families to achieve optimal recovery through our patient-centred, individualised programmes at every stage of the rehabilitation journey.

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**Email: [CCLRehabilitation@ccf.org](mailto:CCLRehabilitation@ccf.org)  
[clevelandcliniclondon.uk](http://clevelandcliniclondon.uk)**





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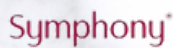
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THINK THERAPY 1ST



UKS MEDICAL & DIAGNOSTICS



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# *Courage & Curiosity Conference*

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