

MELANIE JONES

ASSOCIATE CASE MANAGER



I am an experienced Case Manager and Occupational Therapist, based in North Wales. I cover the North West of the UK. I am also a Welsh speaker!

I have joined Beacon Case Management as I am excited to be part of a new team who have an established reputation in the North West.



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ABOUT ME

Having qualified in 2006, I spent ten years working across Social Services as an Occupational Therapist covering various teams including Mental Health Services. I began working as a Case Manager in 2016 and I have managed complex pre and post litigation cases for clients with serious injuries.

I am confident in assessing and providing recommendations for community-based clients with long-term, complex disabilities. I am particularly adept at assessing their immediate and long-term needs, making appropriate provision with a view to promoting independence and wellbeing.

WORK EXPERIENCE

March 2016 – Current

Private Occupational Therapy, Case Management and Expert Witness work

I started working in the private sector as an independent occupational therapist in 2016, mainly involved with assessing and recommending adaptations for housing associations wanting private OT assessments due to long council waiting lists. I then became a case manager (also in 2016) but continued to work part time as a statutory occupational therapist (then in social services before moving to mental health services).

I left my community mental health statutory post in 2019 and focused on case management and independent occupational therapy and have continued doing so since. I work across all ages and my current case management caseload ranges from 15 years old to 42 years old. I mainly work with individuals with brain injury but also work with individuals with orthopaedic injuries. I am also involved as an occupational therapist for individuals that have a case manager coordinating their rehab and again this covers a range of ages, injuries and disabilities.

I have recently started working as an expert witness and can draw on my experience as an independent case manager and OT to assess, recommend and accurately cost as I am actively involved in this area of work on a daily basis. I manage my client's rehab packages and support teams as a case manager and work with colleagues in physiotherapy and neuropsychology on treating clients directly as an OT to achieve MDT goals.

January 2019 – August 2019

Band 6 post Community Mental Health Team Occupational Therapist

I had 2 x roles in this post – I was an occupational therapist for some clients and a care coordinator for others. Both roles would overlap, and it was very important in this setting to plan goals jointly and agree on each step as motivation to participate is extremely important in this field. I was able to devise treatment plans that were graded in exposure to certain aspects of daily living that individuals with mental health problems found difficult. This was mainly accessing the community and functioning socially as this is the area where individuals with mental health problems usually struggle due to their overbearing anxiety, beliefs or depression. As an OT I was directly carrying out OT treatment plans and as a care coordinator I was arranging and coordinating all aspects of care and support.

April 2014 – January 2018

Occupational Therapist for Gwynedd Social Services

My main responsibilities as a Social Services occupational therapist were as follows. I assessed the needs of adults that lived in the area. I worked with Older People, People with Learning Disabilities and individuals with Physical Disabilities and assessed their functional ability to participate in daily occupations. The services that I was able to offer in my role was specialist manual handling assessments which were very complex and time consuming when trialling different equipment for very disabled people that needed hoisting and all care.

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Recent Training

Mild ABI and Post-concussion Syndrome

2-hour online session, 25th January 2022 – Dr Mary Delaney, Positive neuropsychology solutions.

The Litigation Process

2-hour online sessions, 7th December 2021 – Deirdre Healy, Partner at the Serious Injury Team at Irwin Mitchell solicitors.

BABICM Conference

1st December 2021.

Introduction to Support Worker Induction

8th September 2021 – Sally Gregson, Compliance manager at Beacon Case Management.

Session on Single and Joint Instruction

2-hour online session 16th June 2021
Mathew Garson and Gina Heather solicitors from Irwin Mitchell Solicitors.

Role of Expert Witness

2-hour online session – Tracey Daily speech and language therapist and expert witness.

Spinal Injury Training

2-hour online session – Jonathan Fogarty solicitor at CFG Law.

Deputy Series

Online sessions December 2020 – March 2021 (ongoing) – David Hilton, professional Deputy at CFG Law.

Bond Solon Certified Expert Witness Training

Online sessions November 2020 - February 2021 – Fay Silverstone.

Introduction to SI Difficulties in Schools

Online modules September 2020 – The Sensory Integration Education Organisation.

2 X Day Stokes Case Management Conference 5th & 6th February 2020

Many speakers including presentations by Chroma – Music, drama, and art therapy in brain injury. The Apogee Project – the use of assistive technology in brain injury. Various solicitors and Deputies presenting issues in brain injury cases.

Safeguarding (Child and Adults' Level 3)

1-day training July 2019 – Betsi Cadwaladr NHS.

Autism and Mental Health

1-day training July 2019 – The Integrated Autism Service (Betsi Cadwaladr Health Board).

I also assessed people for minor and major adaptations and lead these individuals through grant processes to have adaptations made to their homes. I dealt with minor adaptations, Disabled Facilities Grants and physical adaptations grants.

I was also involved with assessing and providing re-ablement programmes/ rehab programmes at times. If appropriate I would provide rehab via care staff to i.e., improve function by moving from a hoist back to a patient turner or assisted transfers. I also assessed ambulant individuals' function and provided advice and equipment to compensate for their difficulties. I have worked with individuals who have had a stroke or brain injury to improve daily living skills that are meaningful to them in the past including kitchen work and improving their ability to manage their own personal care and planning and managing their time. Often, I worked with individuals with complex, long-term deteriorating conditions which required ongoing assessment for major adaptations. This included provision of shower rooms/ stairlifts/ through floor lifts/ ground floor facilities/ extensions) or re-housing to bungalows/ supported living flats etc.

I was also involved with assessing and providing telecare equipment, advice on benefits/ signposting for benefits and other services available in the community/ hospital/ clinics. I often completed joint visits with Physio, District Nurse or Social Worker for improved co-ordinated assessment and intervention. I was also involved with assessing for standard wheelchairs via the Wheelchair Service and referring clients with complex needs to the service for pressure mapping/ complex seating provision. I also assessed individuals seating and positioning needs and as it is very difficult to gain funding for this equipment, I often had to source funding via different channels i.e. health or charities. I often assessed and recommended specific chairs and applied for funding as appropriate. I was also involved with assessing for postural care in bed for clients with complex needs.

December 2015 – February 2017 Locum weekend Occupational Therapist

I completed locum Occupational Therapy work covering weekends on the community in Anglesey Social Services/ NHS for a period. This post was joint funded and therefore I was responding to both health and social care referrals and was providing Saturday and Sunday cover. My role was to respond to any discharges from Ysbyty Gwynedd (main general hospital) that needs to be followed up in the community. When I first started, I was collating data to assess the need for an OT service at the weekends and was part of a pilot study for the local authority and NHS. Weekend working has since been established.

It was an interesting and exciting post as I had to respond to referrals the same day to ensure that the individuals discharged from hospital had everything, they needed at home to remain safe. The weekend hospital OT usually contacted me to follow patients from her care in the hospital into the community. I also responded to urgent referrals from community staff to assess and make situations safe at home to avoid any unnecessary admissions to hospital. My intervention typically involved provision of equipment (that I carried with me in the van), or I was arranging for rails or equipment to be delivered in the following days. I also worked closely with the Physio Team and Home Carers/ Re-ablement Support Workers and also had to liaise with out of hours GPs, Social Workers and District Nurses.

December 2008 – April 2013 Senior Occupational Therapist for Conwy Social Services

In this role I was deputy for the Senior Practitioner OT and therefore attended meetings on her behalf with Housing/ Grants and other sections of the council/ Health/ Housing Associations and Third Sector when required. I was also given developmental roles such as developing manual handling paperwork in a working group. As a senior I was also given all the complex cases to deal with i.e., any complex manual handling, protection of vulnerable adult's cases, major works for adaptations such as extensions etc. I was also involved with advising on new build homes with housing associations and, I worked with children in Conwy. I was involved with assessing children at school by taking lead from the paediatric OT and replicating seating equipment at home.

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Managing Violence and Suicide Risks

2-day training May 2019 – WARRN Trainers (NHS Betsi Cadwaladr).

The Mental Health Measure Training

1-day March 2019 – NHS specialist psychiatric nurse.

NHS Induction Week (Mandatory Training)

1/01/2019 – 25/01/2019 - Many speakers covering policies/ procedures/ manual handling/ safeguarding).

I would also assess the child's safety and independence at home and provide adaptations to house and garden, telecare equipment i.e. to monitor Autistic children's location in the house/ leaving the house and would be involved with wheelchair provision also.

January 2006 – November 2008 Occupational Therapist for Anglesey Social Services

As a newly qualified OT I worked at Anglesey Social Services (having been sponsored as a trainee by Anglesey to complete my training). I was involved with all aspects of assessing, providing intervention for individuals' long term needs by providing equipment, adaptations, and manual handling advice. I was also involved with setting up an Intermediate Care unit at a residential home and Intermediate Care/re-ablement in the community. This would include assessing function and creating and monitoring a rehab programme so that individuals who had suffered falls and hip fractures, TIAs, infections that made them loose mobility/weight bearing abilities were rehabilitated to previous function. Programmes at the unit and on the community would include kitchen practices/washing and dressing and any Other daily living tasks such as going to the shop or gardening or whatever was identified as being meaningful to the individuals.

August 2002 – December 2004 Trainee Occupational Therapist for Anglesey Social Services

I managed my own medium level case load which included assessing individuals with disabilities that were not too complex for my level of training at the time. I was providing equipment, advice, minor adaptations, and simple major adaptations (shower/stair lifts/ramps) at the time.

April 2001 – July 2002 Occupational Therapy Assistant North West Wales NHS

My main role was to provide practical assistance to qualified OTs across different areas of OT across the trust. I worked in the Rheumatology, Hand Therapy and Paediatrics Department and covered the medical wards. I completed tasks under the OT's instructions, so I practiced transfers, ordered equipment, set up treatment rooms for children/hand therapy and assisted to run the sessions. I also gave advice on joint protection in Rheumatology and carried out basic assessments on the medical wards.

EDUCATION

- **2020 – 2021:** Bond Solon Certified Expert Witness Training Via Cardiff University.
- **1997 – 2000:** BA Honours in Communications, Prifysgol Cymru Bangor University.
- **2004 – 2006:** Post Graduate Diploma in Occupational Therapy, Prifysgol Cymru Bangor.
- **1995 – 1997:** A Levels: A Drama | C Physical Education | C Welsh, Coleg Meirion Dwyfor, Pwllheli.
- **1990 – 1995:** X10 GCSE A - C – Ysgol Glan Y Mor, Pwllheli.