

ELAINE O'FLAHERTY

SENIOR CASE MANAGER



Elaine has worked as a Case Manager since 2017 and specialises in the complex case management of adults following catastrophic injuries including brain injuries, spinal injuries, polytrauma and cognitive impairments.

She is a qualified Specialist Neurological Physiotherapist and continues to work clinically part time to ensure she is up to date with the latest developments in Neurological Rehabilitation.



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ABOUT ELAINE

Elaine qualified as a Physiotherapist in 2008 from the University of Salford. She has gained significant experience in the NHS and private practice in the holistic management of complex client cases with catastrophic injuries both physical and cognitive and those with long term Neurological conditions. Also, developing and managing the service in a variety of complex ABI and Neuro rehabilitation units in the North West.

Elaine started working as an Associate Case Manager in 2017 and has gained experience supporting clients throughout the litigation process and post settlement, clients funded by the Help for Heroes charity and an International publicly fund-raised Rehabilitation Trust in addition to managing complex and catastrophic traumatic orthopaedic and brain injury rehabilitation.

'Elaine is unquestionably one of the most efficient, organised and thorough Case Managers I have ever worked with. She is extremely diligent and hugely supportive of clients. I am not currently working with any other Case Managers who are at a comparable level to Elaine.'

Solicitor & Senior Associate

CLINICAL SKILLS & EXPERIENCE

Multi professional coordination and management which requires excellent communication skills with both private and statutory funded services.

Client centred care and goals with regular reviews to ensure effective and efficient rehabilitation.

Advocates for functional and fun goals as life is for living and a good quality of life is attainable for everyone.

Management and supervision of directly employed support teams including the recruitment process and through the probation period.

Completion of thorough support plans and risk assessments for clients.

Managing Independent living trials from planning through to the end of the trial and for a smooth transition beyond this.

Completion of Initial Needs Assessment reports and comprehensive update reports.

Empathetic and utilises motivational interviewing and active listening skills advocating to ensure her clients are listened to and their wishes are heard.

Close working with Deputies and Court of Protection advocating for clients who lack capacity. Ensuring family and support staff are also listened to and are enabled to input into the team approach to ensure all actions and decisions are in the client's best interests where capacity lacks.

Proactive in identifying issues before they become a problem and managing this with as little stress for the client as possible.

Skilled in management of single and joint instruction with excellent communication with all parties.

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SENIOR CASE MANAGER

Recently attended CPD Training Events

FND Master Class, BABICM training event March 2024

Major Trauma Signposting Partnership, Rehabilitation CM Conference, Feb 2021

Understanding Insight after Brain Injury, Jan 2021

The changing face of serious Injury Litigation, Nov 2020

Getting back on Track – Rehabilitation following Vestibular Injuries, Sept 2020

Living with a Traumatic Brain Injury, behaviour ripples affecting rehabilitation, Oct 2020

Human Factors & Error, July 2020

Building Resilience, June 2020

Introduction to Vestibular Rehabilitation, May 2020

How the litigation claim informs the future budgeting of the clients' needs, May 2020

Mock Trial, Irwin Mitchell, December 2019
'Are your records fit for court? A Barristers Perspective' Dec 2019

Bad, Mad and Dangerous to know, Brain Injury and its complex partners, Sept 2019

Litigation & Capacity Workshop, Sept 2019

Major Trauma Rehab Prescription, June 2019

Liberty Protection Safeguards, June 2019

Motivational Interviewing with David Manchester, May 2019

Using Technology in Brain Injury Rehab, Feb 2019

APPG roll out & Frontal Lobe Paradox, Feb 2019

Neuromuscular Conditions & Physiotherapy Management, ACPIN, Feb 2019

Back to the Future, Advancements in treatment & technology for the SCI Sept 2018



WORK EXPERIENCE

April 2021 – Present

Associate Case Manager with Beacon Case Management

April 2017 – December 2021

Associate Case Manager with AJ Case Management

January 2020 – Present

Specialist Neurological Physiotherapist with Physio Matters Neurological

August 2017 – December 2019

Associate Specialist Neurological Physiotherapist

September 2015 – August 2017

Senior Neurological Physiotherapist with Physio.co.uk

January 2013 – September 2015

Band 6 rotational Senior Physiotherapist at Salford Royal NHS Foundation Trust

October 2008 – December 2012

Band 5 rotational Junior Physiotherapist at Salford Royal NHS Foundation Trust

QUALIFICATIONS

January 2021 – ongoing

MSc in Neurological Rehabilitation, Keele University

2019

Leadership and Management of Allied Health Professionals, MSc Module, University of Central Lancashire

2013

Contemporary Interventions in Neurological Rehabilitation, MSc Module Sheffield Hallam University.

2008

BSc Hons Physiotherapy, University of Salford.

MEMBERSHIPS

BABICM | CSP | ACPIN | HPCP

Presented: 'The Role of the Physiotherapist in the Long-Term Management of Spasticity'. At 'Getting back to grass roots of Rehabilitation in Brain Injury Case Management' AJCM Study Day. September 2017

'Brain Injury and Physiotherapy', Neuro Rehab Group Annual Brain Injury Conference. October 2019

RECENT TRAINING

FND Master Class, BABICM March 2024

Safeguarding Adults March 2021

Basic Life Support March 2021

Vaccinator for CoViD e learning March 2021

Health, Safety & Welfare March 2021

Infection Prevention & Control March 2021

Data Security Awareness March 2021