

# SOPHIE BENKO-JONES

## DIRECTOR & CASE MANAGER



I am the Director of Beacon Case Management Ltd and an Occupational Therapist, registered with the Health and Care Professions Council and with the IRCM. In 2016, I qualified as an Advanced Case Manager registered with BABICM.

I have been a Case Manager since 2010.



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### ABOUT ME

Specialising in catastrophic injury cases, specifically acquired brain injury, minimally conscious states, cerebral palsy, orthopaedic injury, and amputee, I work with both children and adults and I have a wealth of experience working with teenagers who are transitioning into adulthood.

I have a keen interest in the Mental Capacity Act (MCA) and in 2022 at The University of Manchester, I studied a Masters level qualification in "Best Interest Assessments and the MCA". I am able to complete stand alone Mental Capacity Assessments and assist with the Best Interest Assessment process upon request.

My role involves mentoring my team of case managers, collaborating on a daily basis to oversee the high standards of case management we implement. We assess client needs, complete a thorough case management plan which is then implemented upon approval. We then coordinate the client needs and monitor by the use of MDTs and regular communications. We evaluate each client regularly and prepare regular update reports which include financial reviews.

I am a member of a subgroup within the Institute of Case Managers, as I am committed to promoting the bright future of quality case management. I have also volunteered for BABICM as a peer assessor, assessing the skills of case managers applying to become an "advanced case manager". I am an active member of the Institute of Registered Case managers and currently undertake the following roles: IRCM Supporter, IRCM Panel Member - Registration and Conduct and IRCM Quality Assurance Committee Member.

I am skilled in managing the client's journey from pre- to post-litigation and helping the client and their family throughout this journey, gaining trusting relationships whilst always ensuring professional boundaries.

Having managed many multi-disciplinary teams, I always ensure that my clients are receiving evidence-based treatment, and teams are keeping up to date with clinical guidelines. I am passionate about ensuring the therapy team are setting cost effective, collaborative goals with my clients.

I have set up many care teams and am skilled in the supervision of support workers. I have proudly worked with clients referred via Help for Heroes, providing Case Management for soldiers who have sustained catastrophic injuries, an area of work I have found extremely rewarding.

I am also a guest lecturer for the University of east London, presenting to their OT cohort annually regarding Acquired Brain Injuries and Case Management.

### WORK EXPERIENCE

#### 2020 – Current Director & Case Manager Beacon Case Management

Launched in October 2020, Beacon Case Management is dedicated to providing quality Case Management services across the North West of England.

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### Recently attended CPD Training Events

- Annual Best Interest Assessor Refresher Course with Manchester University, June 2025.
- Expected July 2025 - Level 4 Safeguarding
- Language Course: Basic Hungarian.
- FND Master Class, BABICM training event March 2024
- Masters Module "Best Interest Assessor" at The University of Manchester
- Level 3 Safeguarding Adults
- Emergency First Aid
- Level 2 Safeguarding Children
- Equality Act
- Duty of candour in care
- Level 2 Medications
- GDPR
- Culture, coma and the media CDOC certificate

Sophie is trained and skilled in suicide prevention strategies.

- Suicide Prevention
  - Zero Suicide Alliance
- Culture, Coma and the Media
  - CDOC
- Business Continuity
  - Irwin Mitchell Webinar
- Clinical Negligence and the impact of COVID 19
  - Nigel Poole QC Webinar

### 2015-2020 Associate Case Manager & Business Development Manager at AJ Case Management Ltd

I worked as an Associate (self-employed) Case Manager, managing cases independently whilst accessing admin support from AJ Case Management. I worked with children and adults ranging in disabilities, predominantly acquired brain injury, cerebral palsy, minimally conscious states and amputee.

During this period, I also became the Business Development Manager, working one day per week dedicating my time to business progression, supervising case managers, obtaining referrals and identifying new case managers for the company.

### 2014-2015 Lead Occupational Therapist at ASC Healthcare Ltd

I was the lead Occupational Therapist covering an 18 bed Autism Hospital for adults who are detained under the Mental Health Act. I worked closely with the patients in encouraging daily activities and rehabilitation goals. I held groups for activities of interest and benefit. I managed the activity coordinator to ensure that activities run smoothly and effectively in the hospital. I worked closely with the multidisciplinary team and attended weekly ward round. I was an integral member of the clinical governance team and the health and safety committee. When I began at this hospital, they had a CQC rating of "requires improvement" and upon leaving, the rating was "good", something which I pride myself in as I felt I contributed to this achievement.

### 2014 Lead Occupational Therapist at Ashbrook Neuro Rehabilitation

My role here included management of a Neuro Centre (day service), Vocational Rehab Service and also the OT for the inpatient unit and some outreach management. Duties I undertook included assessing referrals, completing the policies and procedures specific to brain injury and rehabilitation, meeting with CQC inspector, HR advertising, recruiting suitable staff, inducting staff, designing and delivering a brain injury training programme, designing a server for documentation, designing care plan/report formats, managing the social networking and website, purchasing equipment, designing accessible groundwork for the day service, linking in with local businesses who will accommodate brain injured adults for vocational placements amongst many other duties.

### 2010 – 2014 Case Manager and Occupational Therapist at Northern Case Management Ltd

Newly qualified and raring to go, I started with Northern Case Management and enjoyed my introduction into the Case Management world, under the supervision of Carol Collins, I worked with many cases both in the children's and adult teams. Gaining experience of litigation and long-term care and rehabilitation management.

### 2007 – 2010 Occupational Therapy Student at the University of Liverpool

Various physical and mental health placements including elective study at the Brain Injury Rehabilitation Trust, Redford Court (2010).

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- Evidencing through the epidemic  
– BABICM Webinar
- Case Management within the new norm  
– BABICM Webinar
- Anxiety  
– Social Care TV

### Recently attended CPD Training Events

- Living with a spinal injury during lockdown  
– Irwin Mitchell
- Caring for people after a sudden bereavement or life changing injury  
– Brake Charity and S&G Webinar

### EDUCATION

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MA (Module) Best Interest Assessor – The University of Manchester

BSC (Hons) Occupational Therapy – The University of Liverpool

A LEVELS x 4

GCSEs x 12

### CHARITABLE WORK

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I have previously spent 4 years on the Blackpool Headway committee.

I have links with Caudwell Children, having raised funds and accompanied 20 children with life limiting conditions, their families, and a medical team to Florida in 2011.