

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.