

## Justine Jennings Clinical Director & Case Manager

### **Qualifications:**

BSc (Hons) Occupational Therapy – Oxford Brookes University 1997

### **Professional Bodies & Memberships:**

Health Care Professions Council (HCPC): OT27742

Royal College of Occupational Therapists (RCOT): BT00860538

Registered Practitioner Member of British Association of Brain Injury Case Managers (BABICM)

### **Background information:**

I graduated from Oxford Brookes University in 1997 and I have over 20 years-experience practising as an Occupational Therapist in both health and social care sectors. In my early career as an Occupational Therapist, I commenced work in various acute and rehabilitation healthcare settings. These services included acute neurology/neuro-surgery wards, ICU splinting, vascular surgery/amputee, oncology and orthopaedics. I also worked within the neuro-rehabilitation wards, elderly-rehabilitation and rheumatology. I gained a senior Occupational Therapist position in 1999 specialising in neurology at James Cook University hospital. This role involved assessment, treatment planning and facilitating complex hospital discharge for patients with varying neurological conditions including degenerative conditions, acquired brain injury and spinal cord injuries. During this time, I was also a member of the specialist Motor Neurone Disease (MND) Multi-Disciplinary Regional Care Team at James Cook University hospital. This was, at the time, a new multi-disciplinary service aiming to bridge the gap between hospital and community. My role, in addition to using my Occupational Therapist skills, was to coordinate and liaise with surrounding local authorities to manage care, access locality services and equipment for clients with MND. The team and I were nominated for and won the Michelin Award for Team Working.

I left this post to pursue a career in social care and joined Stockton Borough Council in 2001. I worked as an Occupational Therapist in the community delivering high quality assessment and intervention working across the life stages of both adults and children. I have extensive experience in carrying out assessments with adults with varying medical conditions and comorbidities including degenerative neurological conditions, acquired brain injury, orthopaedic injuries, amputation and spinal cord injury. My range of assessment skills included carrying out functional assessments, moving and handling risk assessments, postural seating, mental capacity assessments and prison-based assessments. I developed a wealth of knowledge regarding specialist equipment, adaptations and housing needs. I led and worked with many multi-disciplinary teams to coordinate rehabilitation plans and maximise independence for clients with ongoing care management needs in the community.

During my career at Stockton Borough Council, I carried out varying roles within the local authority Occupational Therapy service. This included a paediatric Occupational Therapy role working alongside children who had a range of complex physical, cognitive and behavioural needs. I also managed the Rosedale Rehabilitation and Assessment Unit for two years. This was a 24-hour post hospital discharge facility for clients requiring ongoing rehabilitation prior to discharge home. My role was to carry out functional needs assessments, planning and implementing rehabilitation treatment programmes,

directing the support staff, co-ordinating MDT goal planning meetings and ultimately facilitating discharges home with ongoing care and support.

In 2014 I was appointed as the Occupational Therapy Team Manager, leading a team of both adult and paediatric qualified Occupational Therapists and non-qualified Therapy Assistants. I managed the day-to-day smooth operation of the OT service in Stockton on Tees in addition to managing the performance and workload of the team. I was the first point of contact for queries from clients and families and other professionals. Part of my role was managing the equipment and adaptations budget for Stockton, ensuring the best use of resources by my team. I also successfully led several large service development projects. This included the review and development of the Independent Living Centre to deliver multidisciplinary preventative services from one building. I also formulated and led the Doublehanded Care Packages Review Project in Stockton, streamlining and improving quality of service provision by introducing high end specialist moving and handling equipment to reduce the necessity of two carers in some settings.

I left this role in 2018 to pursue a career in the private sector as a Case Manager. I felt that this role matched my level of skills, knowledge and experience as well as presenting a new challenge whilst enabling me to work once again in the field of neuro-rehabilitation. My skills as an Occupational Therapist compliment the role of Case Manager extremely well and enable me to use my holistic assessment skills to plan, deliver and lead rehabilitation packages.

In 2022, I formed BPJ Case Management Ltd with colleagues Charlotte Powell and Patrick Boyd. Together through our combined extensive knowledge, skills and experience in the fields of Case Management, Occupational Therapy and Social Work, we strive to provide a truly client centred and independent case management service. Our ultimate goal is to deliver the highest standards and the best outcomes for our clients.

I currently carry a caseload of adults with acquired brain injuries, amputee clients and those with complex orthopaedic injuries. I work with clients who have acquired their injuries through personal and serious injury and medical negligence. I hold a mixed caseload of litigation (both single and joint instruction) and settled cases. I have experience in supporting my clients throughout the litigation process, providing witness statements in my capacity as Case Manager and supporting them through case conferences and expert witness appointments. I regularly chair and lead MDT meetings to plan and deliver client focused goals.

I regularly liaise with professionals within the Court of Protection to meet the ongoing challenging needs of my clients with acquired brain injuries who lack the mental capacity and who require support to manage their finances and welfare post settlement.

I undertake high quality Immediate Needs Assessments detailing client needs and providing a breakdown of costs for rehabilitation packages, accommodation needs and support. I formulate multi-disciplinary rehabilitation packages, sourcing the best therapeutic intervention to optimise outcomes for my clients. I am responsible for identifying the support needs of my clients, recruitment, interviewing and management/supervision of the staff who are employed to work with my clients. I set up bespoke Support Plans tailored to meet the very individual needs of my clients.

I pride myself on my ability to build and maintain strong therapeutic relationships with clients and their families to guide them through the rehabilitation and litigation process. I provide support to clients with significant emotional and behavioural changes following their injuries and I am skilled at nurturing and building a trusting working relationship to guide them towards achieving the best outcomes of their rehabilitation and life beyond the litigation process.

I am the Mental Capacity Act/Liberty Safeguards Lead at BPJ Case Management Ltd. I am responsible for reviewing and updating the company's policies and procedures for both adults and children over

16 who are deemed to lack mental capacity. Within this role I provide advice, guidance and support to my colleagues in all matters relating to mental capacity, best interest decision making processes, deprivation of liberty and identifying least restrictive options to carefully manage clients who may require additional support under the Mental Capacity Act 2005 Code of Practice.

In addition to this I am also the amputee clinical lead within the company and have experience of meeting the challenging rehabilitation needs of clients following amputation both as an Occupational Therapist and a Case Manager.

I regularly attend continuing professional development activities including attending training courses, seminars, webinars and master class events relating to my areas of practice and interest.

My aim is, as an independent and dedicated Case Manager, to always strive to promote the independence and empowerment of my clients. I have excellent communication and leadership skills and I build a strong MDT around my client, in order to support and guide him/her through the rehabilitation process. The overall aim being to maximise and achieve the best overall outcomes for my client.

**Justine Jennings**  
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