



Call us on **0115 711 7070**

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AKA helps and empowers people to live life after a devastating, traumatic injury. We promise to listen, nurture and guide as their happiness and wellbeing underpins everything we do. We focus on practical and emotional support in the community and drive the industry for consistently high standards of performance and professionalism.

Elaine Ricketts
Case Manager

Based in: Walsall, West Midlands

Expertise: Working with adults and children who have sustained traumatic or acquired brain injuries. Poly trauma and orthopaedic injuries, including injuries sustained at birth, head injuries and cerebral palsy.

Management of complex rehabilitation packages and multidisciplinary teams to achieve optimal rehabilitation outcomes.

Support Worker/Rehab Assistant recruitment, management and supervision.

Case Manager (January 2023 – Present), Assistant Case Manager (October 2017 – January 2023)

Working at AKA Case Management Limited my goal is to provide a bespoke case management service that meets the needs of individual clients, their families, and their legal representatives. Through comprehensive assessment, care planning and evaluation I strive to achieve positive outcomes for all my clients.

Professional skill underpinned by psychological theory, practice and counselling enables me to support my clients to navigate the complexities of their day-to-day life following their injuries.

My warm nature allows me to empathise with the challenges and strain that trauma can have on the client and close family members. This is why, to me, it is important to support both in navigating the storms and bumps in the road that the rehabilitation journey may trigger. I am open and honest in my approach which is integral to building a therapeutic relationship.

I am a flexible and adaptable practitioner who develops good quality working relations with clients, their families and professionals alike.

Examples of some of my current case load include:

- Working with a 64-year-old female who has an acquired brain injury. Building a strong professional relationship working collaboratively with the client, therapy team, support and care teams. Liaison with professionals, including local authority, adult social care and finance deputy in relation to rehabilitation goals, concerns and exploring funding options. Support with property identification, adaptations and relocation and ongoing liaison with architect and builders. Identification of appropriate support following several hospital admittances/diagnoses. Organisation of relevant increases/decrease in support as and when needed, working collaboratively to ensure managed safely and effectively. Managing complex and challenging behaviours, fluctuating mood signposting and identification of suitable therapeutic intervention.
- Working with a 61-year-old male who has an acquired brain injury, poor mobility, and lack of cognitive skills/awareness. Identification and instruction of a private

Physiotherapist and support to achieve the therapy goals. Identification of the client's personal goals using motivational interviewing techniques, encouraging new interests and removal of client barriers associated with the brain injury or mobility. Co-ordinating GP and hospital appointments and supporting the client with any correspondence completion. Supporting the client with new diagnosis of sleep apnoea and implementation of relevant support, resources and strategies for better sleep hygiene.

- Working with an 8-year-old boy who experienced a Hypoxic Ischemic Encephalopathy (HIE) at birth. Cerebral Palsy, spastic and dyskinetic affecting all four limbs and epilepsy with client requiring support 24/7 for daily living and personal care. Working collaboratively with a multidisciplinary team and implementing care plans, support plans and risk assessment and completing CQC documentation home/safety and environmental checklists. Liaising with family regarding support package and equipment concerns requirement and carrying out observations. Assisted with the recruitment and implementation of a rehabilitation support worker and teaching assistant, both with paediatric nursing experience. Regular liaison with Continuing Health Care and working collaboratively sharing information and recommendations to support with the EHCP: Education Health Care Plan.
- Working with a 37-year-old male with an acquired brain injury and mobility difficulties. Working collaboratively with the professionals involved to identify goals and strategies following discharge from in-patient rehabilitation into the client's own home. Management of transition from care to independent living and promoting independent living skills. Recruitment and implementation of personal assistant support package. Instrumental in the management of behavioural changes/impact associated to discharge resulting in liaison with local authority support team and deputy highlighting concerns around risk. Implementation of risk assessments to manage/mitigate the risks identified to the client/support team that were associated to these behaviours and those involved. Liaison with safeguarding and identification of social worker to support the client with statutory services requests, ensuring all needs met.

Most recent related training and memberships

- Member of BABICM
- New and would be case Manager Part 1
- Beyond the beginnings Part 2
- Motivational Interviewing
- LPS training
- COVID 19 psychological first aid course
- Safeguarding adults/children

Achievements

- BSc Hons Psychology Degree (2:1)
- Access to Higher Education Diploma
- NCFE Level 2 in Equality and Diversity
- NCFE Level 2 in Counselling Skills
- ILM Leadership and Management Level 5