

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.

Claire Rhodes-Andrews
Assistant Case Manager

Based in: East Midlands – also covers West Midlands

Expertise: Adult & paediatric traumatic brain & spinal injury, amputations with complex needs, challenging behaviours, Encephalitis and substance abuse users.

Profile: Extremely proactive with personal development and commitment to AKA as demonstrated during my 16 years with AKA. Promoted from support worker to team leader and then in 2019 to assistant case manager. Nominated for 'carer of the year award' in 2018, and received several testimonies from clients, families and the wider MDT. Enjoys the diversity of working with clients ranging from paediatric through to the elderly. Regularly going above and beyond for clients and supporting them to make, unreachable goals, reachable and possible.

Examples of previous cases:

Supporting a 34year old female (from early 20's) with a spinal cord injury and complex care needs following a road traffic incident. The client was living with family but during support provision she was able to move to independent living with appropriate adaptations to the property. I managed, supervised and ensured a full care team was in place and CQC compliant, to ensure all support needs are met. I have played an active part in the MDT, encouraging client engagement and identification of spinal unit to offer the client support. I personally have also been fortunate enough to support this client on several trips to Spain. Prior to each journey I have completed risk assessments to mitigate hazards and risks in and around the client's villa which has been adapted to meet her needs.

Supporting a young man in his mid-thirties (from 18years) who had sustained an acquired cerebral palsy from a birth injury. I supported with early transition to adult services from paediatrics. The client lived with his father who had been his fulltime career. I started supporting him as a support worker initially and have continued to offer support in my various roles, to date as the assistant case manager. Only light support is now required as family independently manage the support due to the relationship and trust that I and the team were able to build when a 24hr care package was introduced.

Working with a 4-year-old boy with Encephalitis & his family, organisation of care package, management & supervision of 24hr support staff identified. Supporting with hospital appointments, attendance at EHCP meetings, liaising with school, the clients MDT team, solicitors and medical experts. Offering emotional and practical support during identification of new accommodation and adaptations to ensure suitability for the client and family needs.

Working with an older male who had sustained an acquired brain injury, initially living in a residential unit, where he had been for several years. Supporting the client to achieve his goal of living independently. The client now lives next door to his wife with adjoining walkway. Prior to my client leaving the residential unit a full 24-hour care team with 2:1 support was identified. Liaison of funding with the CCG was progressed to support with financial management of staff costs and support from social services was gained. I was responsible for all relevant training, DBS and bespoke training that the staff required was completed to meet CQC compliance.

Education/related qualifications –

- Mandatory – 13 courses /bespoke - peg feeding, bowel management and epilepsy awareness training
- Member of BABICM
- Health and Social care level 3
- Anaphylactic awareness
- Intermediate level apprenticeship in team leading
- Team leader level 2 Diploma
- Neurological Master Class
- Mind Body and Home Holistic Approach to Spinal Cord Injury
- Spinal Cord Training at the Spinal Unit in Sheffield
- Switalski's Solicitors – Rehabilitation Road map Conference
- Switalski's Solicitors – A Rehabilitation Journey: Steve's Journey
- Switalski's Solicitors – Navigation Life After a Birth Injury