

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.

**Mel Smith**  
Case Manager

**Based in:** Derbyshire

**Expertise:** Challenging behaviour, brain injury, spinal injury, orthopaedic injuries, adult, children, substance abuse, epilepsy, Cerebral Palsy

**Case Manager (2021 - Present)**

**Assistant Case Manager (2005 – 2021)**

Working at AKA Case Management Limited to provide a collaborative service that assesses, plans, implements, monitors and evaluates support options and services that meet the unique needs of an individual who has suffered traumatic injury.

Examples of some of my current case load include:

- Long term case management with a man who has a brain injury and was in a residential unit for several years. He is now living independently at home with the help of a 24-hour support package. Duties include liaising with the CCG and social services to ensure the client receives funding and managing a team of 6 staff.
- Provide case management to a young lady who has cerebral palsy to live independently at home with her family. Manage a 24-hour package, supervising a team of 8 staff, liaise with the OT and Physio to ensure her goals are met. Work with the deputy to ensure the client's financial affairs are all in order.
- Long term case management with a young lady who has a spinal cord injury and complex care needs. Currently manage a full care package and supervise the staff team. Arrange many holidays for her, researching suitable accommodation to meet her needs and arrange equipment. Regular liaison with the NHS services and the spinal injury unit.
- Working with a male client with a leg amputation. This has been very rewarding as he is now walking with his prosthetic leg and is living independently. Supported the client with purchasing and adapting a suitable property.
- Working with a young boy with severe learning difficulties, supporting the family to ensure suitable accommodation for the client and liaising with the local authorities.
- Managing a 24-hour care package with a young lady with a brain injury to live independently in her own home.
- Provide case management for a 42 year old lady with a brain injury to support her to provide a stable and caring environment for her 11 year old. Part of this

role involves liaising with his school to ensure his education needs are met at home as well as school.

- I am currently working with 2 young lads who were involved in a road traffic accident, to ensure their rehabilitation programme will give them the best start to regaining as much independence as possible.
- Experience with managing direct payments from social services and setting up managed accounts for clients.

#### **Achievements**

- Nominated for Carer of the Year award in 2018 by my work colleagues and clients.

#### **Most Recent Related Training**

- 2021 Advanced Mental Health in the Workplace First Aider
- 2021 New and would be case Manager Part 1
- 2018 ILM Level 5 in Management & Leadership
- 2016 AKA Leadership Development Programme
- 2016 Motivational Interviewing and Behaviour Change
- 2015 Court in the Middle conference
- 2015 Supervisions and appraisal training
- 2014 Irwin Mitchell: DOLS seminar
- 2014 CMSUK Study Day: 'Effective Record Keeping for Case Managers'
- Brain Injury courses and conferences
- Spinal Injury and Bowel Care study days
- Managing Challenging Behaviour
- BABICM member