

**Sarah Longshaw**  
Assistant Case Manager

**Based in:** Stoke on Trent, West Midlands

**Professional Profile:** Building upon and developing skills and knowledge since commencing a career in care in 2007. My own personal development has always been at the forefront, which led to progressing from a team leader to an assistant case manager in 2021. I have developed confidence in my own skills and attributes and I feel I am a quick learner so this has helped me to excel in my role whilst working alongside a variety of complexities with paediatric and adult litigating and settled cases that have experienced spinal injury, cerebral palsy, an acquired brain injury, cognitive difficulties or challenging behaviours. I am ambitious and passionate about working with clients and families working with their individual differences. Understanding the effects a brain injury can have on personality, cognitive and physical functions are essential to have the ability to implement bespoke therapeutic interventions to enable a client to live a fulfilling life.

**Expertise/skills:** I feel that my profession has many rewards along with many challenges which I manage with professionalism, efficiently and effectively. I am self-motivated and thrive under pressure, with excellent time management and communication skills that can be adapted dependant on the audience, building a strong rapport easily with client's, their families, colleagues and peers.

Examples of cases include:

- A 23-year-old female with an acquired brain injury who now lives independently in her own home. I have built a strong professional relationship and have collaboratively supported her to build confidence whilst transitioning to independent living from her parental home and learning new living skills. This has included supporting her with unwise decisions to ensure she is not deprived of her liberty although encouraging her to view the pros and cons of these before moving forward. Offering guidance and encouragement with any health needs, appointments and supporting her to develop independence in the management of these. Supporting her to identify a vocational occupational therapist to assist her with employment desires.
- A 37-year-old male who has an acquired brain injury. His lack of cognitive skills and awareness can at times present with complexities or challenging behaviours. Since transitioning from in-patient rehabilitation to his own home. I have supported and encouraged him to promote independent living skills. Including management of his pet dog and highlighting any risks/concerns that are presented. I have built up a trusting, professional relationship. Encouraging him to manage his frustrations and limit challenging behaviours, by showing patience and understanding. Whilst also coordinating any appointments needed to ensure these are kept short and advocating that his

chosen activities/goals are considered and risks discussed even when these are unwise decisions. I have been involved in identifying and reporting safeguarding concerns when the property has been broken into and the client has been assaulted. There has also been evidence of cuckooing, drug use and use of sex workers.

- A 5-year-old female with 4 limb cerebral palsy 'quadriplegia' who experiences tonic seizures. I have been instrumental in supporting the family with removal needs to new accommodation, supporting at EHCP meetings and liaising with school and local authority. In addition, supporting the clients mum with a Motability vehicle and care agency identification and meet and greets for potential recruitment. I have also supported to facilitate the identification of suitable private professionals to form part of the MDT which I participate in and am notetaker.
- A 45-year-old female with a 24/7 care package part funded by the local authority. Offering supervisions and management of the directly employed care team. Ensuring compliance, support plans and risk assessments are regularly reviewed and shared with staff. Liaison with HR and solicitors with regards to contracts, disciplinaries and hourly rates. Management of rotas, audit of timesheets and liaison with payroll. Managing and supporting the dynamics of the MDT, care team, client and family.

#### **Training and membership:**

- Member of BABICM and attending annual conference
- Level 3 safeguarding
- New and would be Case manager Part 1/ Beyond the beginnings Part 2
- Litigation Jigsaw
- Switalskis Solicitors – A Rehabilitation Journey: Steve's Journey
- ABI Solutions – Motivational Interviewing in BI Rehabilitation
- BABICM Disclosure Dilemmas
- CBIT – Understanding Child brain injury
- Made to move – Orthotic insights
- Brain injury trust – Sexual relationships and supporting relationships

#### **Achievements:**

- QCF Level 5 Health and Social Care diploma (Management)
- NVQ 3 in Health and Social care
- NVQ 2 in Health and Social care

#### **ACM Skills:**

- CMP completion for settled cases
- Instruction letters as agreed with Case Manager
- Cost documents which would be identification of suitable services
- MDT notetaker