



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
Assistant Case Manager

Based in: Wolverhampton

Expertise: Adult, children, brain injury, injuries sustained at birth, epilepsy

Assistant Case Manager (2017 – Present)

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:

- Working with a 57 year old male who has an acquired brain injury, poor mobility and lack of cognitive skills/awareness. Instrumental in the research process and instruction of a private Physiotherapist and supported/encouraged the client to achieve the therapy goals. Also identified the clients personal goals using motivational interviewing techniques, encouraging new interests and removal of client barriers associated to the brain injury or mobility. Co-ordinating GP and hospital appointments and supporting the client with any correspondence completion.
- Working with an 8 year old boy who experienced a Hypoxic Ischemic Encephalopathy (HIE) after being born flat resulting in the client requiring support 24/7 for daily living and personal care. He has Cerebral Palsy - spastic and dyskinetic which affects all four limbs and also has epilepsy. 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 rehab support worker with paediatric nursing experience.
- Working with a 40 year old male who has some cognitive difficulties following a traumatic brain injury and mobility issues due to orthopaedic injuries. Working with the client to build confidence and motivation levels, encouraging the client to engage in therapeutic interventions due to previous none engagement. Facilitating meetings with therapists and client resulting in recent engagement and instruction of an Occupational Therapist. Encouraging participation by building a therapeutic relationship, researching groups/activities for client and partner to attend. Liaising with Headway to enquire about groups/activities.

- Working with an 11 year old boy who suffered a prolonged cardiac arrest during surgery following a road traffic accident to amputate leg resulting in an hypoxic brain injury. Liaising with Acorns hospice following a discharge of placement to regain place. Supporting the family with any challenges, home maintenance, equipment issues and home safety sourcing relevant CCTV/alarm systems. Liaising with architect regarding ongoing plans for extension of therapy space. Observations of client in home environment, assessment of training needs for support team and liaising with therapists around competencies. Care plans, support plans and risk assessments reviewed and implementation of any new risks identified. Completion of CQC paperwork home/safety and environment checklists. Supporting and encouraging new activities for client making recommendations.

Most recent related training and memberships

- Member of BABICM

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