



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: Walsall

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:

- Management of a settled litigation case, working with a 60-year-old female who has an acquired brain injury. Building a strong professional relationship working collaboratively with the client, therapy, support, and care teams. Liaison with professionals, including local authority and finance deputy in relation to rehab goals, concerns, and exploring funding options. Support with property identification, adaptations move with ongoing liaison with architect and builders. Identification of appropriate support following several hospital admittances/diagnoses. Organisation of relevant increases/decreases as and when necessary working collaboratively to ensure managed effectively.
- 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 client's 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 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.

- Instrumental in coordination of HR Consultancy personal assistant support package for 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 a rehab centre into the client's own home. Management of transition from care to independent living and promoting independent living skills. 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.

Most recent related training and memberships

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

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