

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.

**Samantha Tozer**  
Case Manager

**Based in:** Manchester / North West

**Expertise:** Brain injury, complex care and assessment, adults, paediatrics, family, orthopaedic injuries, psychiatric and social difficulties

**Other roles:** Occupational Therapist and Expert Witness

**Case Manager (2015 – 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 a person who has suffered traumatic injury. Many of the clients I have worked alongside have sustained considerable physical, cognitive, psychological and emotional impairments.

Examples of my previous cases include:

- Advocating and supporting a complex client and family dynamic to fulfil a positive parenting role.
- Able to build positive and lasting therapeutic relationships with clients and their families, so that they feel supported through difficult processes.
- Families, support team and wider multidisciplinary team in conjunction with a client, contribute to the identification and facilitation of personalised goals, which supports my ethos of adopting a holistic and client-centred collaborative approach to problem solving and care planning.
- Within the case management process, I am involved in completing detailed assessments and Case Management Plans with costs, ensuring to liaise with financial deputies to provide a cost-effective plan.
- Liaising with rehabilitation care units, working with and coordinating multi professional teams in rehabilitation programmes and review meetings to meet clients' goals.
- I have facilitated several client's goals to move and transition to their own homes in the community, some from long term residential settings. (Identifying suitable property, working with architects, sourcing all aids and adaptations along with organising and recruiting 24/7 support team).
- Responsible for managing support workers, providing training and supervision to ensure all parties are well informed about the client to provide the best possible care to the client.
- As an occupational therapist I am responsible for working alongside clients to promote and improve their independence through engagement in meaningful and purposeful activities.
- Identifying appropriate assistive technology, specialist equipment and aids and adaptations that allow clients to maximise independence, whilst minimising risks.

- Currently supporting clients to access a range of leisure, educational and vocational opportunities including volunteering, music, horse riding and a range of other sporting activities.

### **Professional Qualifications**

BSc (Hons.) Occupational Therapy (First Class) – University of Salford

### **Membership of Professional Bodies**

- Health and Care Professionals Council (HCPC) Registered Occupational Therapist
- Member of the Royal College of Occupational Therapists
- Registered Case Manager with the Institute of Registered Case Managers (IRCM)
- Advanced registered practitioner member - British Association of Brain Injury Case Managers (BABICM)

### **Achievements**

I have previously worked within the NHS in both acute physical and mental health settings including orthopaedics, trauma, dementia care, neuro-rehabilitation, secure forensic services and community Intermediate Care services. My experience has afforded me exposure to working across a wide range of clients with varying complexities with multi-disciplinary teams input and collaboration.

During the Covid-19 pandemic I was also working with both Public Health England and NHS Professionals as a clinician. I also volunteered for a Manchester project 'Eat Well Mcr,' delivering food to frontline NHS staff, homeless shelters, and other vulnerable members of the community. As part of a previous role emerging placement, we successfully set up an occupational therapy service within a Manchester day centre for homeless clients. I have also been involved in sewing scrubs for the NHS for a local project. I am also a Supporter of my local branch of Headway.

I have presented at a BABICM conference on the complexities of relationships and responsibilities of Case Management working with our client group along with intervention of statutory services, particularly Social Services.

I am currently also working as an expert witness which involves rigorous training and experience in a wide range of often complex cases.