

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.

**Lynn Hancock RGN  
Clinical Case Manager**

**Based in:** Rossendale, Lancashire

**Expertise:** Brain injury, spinal injury, paediatrics

**Clinical Case Manager (September 2006 – Present)**

Working with 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.

Examples of my current case load include:

- Pre and post litigation clients with differing needs ranging from minimal support to clients requiring 24 hour complex care including nursing support. This includes a great deal of management of care staff and liaison with family members, education, statutory services and independent therapists.
- Complex care adult client requiring ventilation. I have supported this client from soon after his accident to transfer to a rehabilitation unit and eventually to an adapted home with his wife and son. Prior to his transfer home I sourced an interdisciplinary team of therapists and recruited a 24-hour team of 2:1 carers and arranged training in complex care skills; I continue to manage the support team and to provide support to the client and his family.
- 21 year old young man. I have worked with him since he was 12 years old and struggling in his school placement due to the effects of his ABI and lack of understanding of his problems by the school staff. Liaison with the LEA was required to ensure he was placed in an appropriate school and funding was secured. Due to his challenging behaviour, his family required emotional and psychological support; unfortunately, he was unable to stay within the family home therefore I led his transfer to independent living with a 24 hour care team. Due to his ABI he has had some turbulent years but is currently settled with a consistent team of carers and is attending college and engaging in regular leisure activities including playing football with a team.
- I recently coordinated the move for my 18 year old client with complex care needs from London to Preston which required liaison with her treating therapy team and statutory services and sourcing of duplicate services in the North to ensure all the appropriate services were in place. I sourced a rental accommodation that could be adapted in readiness for her move and worked closely with the architect, occupational therapist, builder and fund holder to ensure that suitable adaptations were completed to meet my clients complex needs. I also coordinated the furnishing of the home in readiness for my clients arrival.

### Achievements

- Qualified as a Registered Nurse in 1980
- Matron Manager of a 30 bed nursing home
- Senior Nurse at Priory Highbank Neuro-Rehabilitation Centre Children's Unit
- Senior Case Manager of Paediatrics Team at NCM
- Experience writing, updating and implementing policies & procedures and training staff to meet CQC standards
- Assisting clients to move into specially adapted property
- Recruitment and management of staff
- Provision of written statements and information for use in litigation proceedings

### Professional Memberships

- Nursing and Midwifery Council (NMC)
- Registered Advanced Practitioner Member of British Association of Brain Injury Case Managers (BABICM)
- Member of the Royal College of Nursing (RCN)