

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.

Nicola Walley
Case Manager

Based in: Stafford

Expertise: Adult Brain Injury, neurological disability, complex physical disability and community rehabilitation

Profile: Experienced social worker specialising in Neurological disability with local Authority and Third Sector experience. Best Interests assessor. Experienced in community and hospital settings and transitions between. Social Work England registered.

Case Manager (2026 - Present)

Examples of my cases include:

- Long term case management with a young adult with Cerebral Palsy and their family. Worked to enable them to access and move into independent adapted council housing. Worked to access Adult Social Care support for appropriate day activities and develop skills around independent travel. Referred into NHS pain management and orthopaedic review which resulted in surgery which has improved mobility.
- Provided long term case management to an adult with a historic brain injury and other neurological illnesses and their family. Worked collaboratively with Adult Social Care to secure NHS Continuing Care funding for the majority of their care needs. Supported family to access and manage residential respite. Initiated referrals for major adaptations and specialist health funded equipment enabling them to remain in the family home as my clients' physical needs changed. Enabled them to access and engage in specialist OT and Physiotherapy in various settings, including home and day centre. Provided training and support to a team of support workers and ongoing family support and education.
- Supported a client who had sustained a Traumatic Brain Injury because of an assault and who had been discharged home with no onward support. Enabled and advocated for them to access Neurosurgical support to review failing cranioplasty and advocated for a review of surgical options to restore hearing. Surgical review resulted in improved symptoms and better quality of life. Ensure that they accessed occupational therapy and neuropsychology and worked with them to carry over strategies in daily life. Worked together on their goals of returning to driving and work. Provided direct education and support to their children to help them understand the injury and worked in conjunction with the children's schools to support them through this period.
- Case management to a client who had sustained a Traumatic Brain Injury in a road traffic accident. Worked to maximise benefit entitlement, access legal support, access NHS therapies and ensure minor adaptations put in place. Advocated with Social Care to secure funding for PA support and then supported the client to use direct payments to recruit, train and supervise PA support at home and later in the workplace. Supported client to access specialist driving retraining and provided therapeutic support to enable them to manage fatigue and re-enter employment as a health professional. Supported them to liaise with their employer to ensure reasonable adjustments were in place.

- I have been a qualified social worker for 23 years and for the majority of my career have specialised in Neurological rehabilitation. My career began in working with young adults with complex physical and learning disabilities before moving to work primarily with adults with Acquired Brain injuries. I am also a Best Interests Assessor specialising in Mental Capacity after brain injury. I worked as specialist social worker for Adults with Brain Injury for a Local Authority for many years. As a Senior Worker I primarily had responsibility for complex cases and took the lead in Safeguarding and Risk Management work. During this period, I had responsibility for complex and high cost packages of support including direct payments and joint funding with the NHS. I have developed excellent working knowledge of the interface between NHS and ASC funding and legal responsibilities.
- In 2020 I moved to a Specialist Brain Injury Charity to develop and manage a social work service. The service provided specialist support to Adults with Brain injuries, their families, and carers. As a community-based service it directly provided neuro rehabilitation and social work support whilst also liaising and coordinating with a wide range of organisations. We provided whole pathway support from Major Trauma Centres through rehabilitation to Home.
- I have experience within the private sector having worked as an independent social worker providing Mental Health Social circumstance reports. More recently I held an additional role to my substantive post as a Client Liaison Manager for a leading law firm. This involved the provision of social work services to clients involved in personal injury litigation following major trauma. This included completion of Initial Needs Assessments for litigation purposes, advocacy and case management.
- I am also an independent social worker completing both Mental Health Social Circumstances Reports and Best Interest Assessments for Local Authorities.

Qualifications, Achievements and Memberships

- Approved Best Interest Assessor 2016 - Leeds Beckett University
- Social Work Practice Educator Levels 1 and 2 – Leeds Beckett University
- Registered Social Worker – 2003 to date - University of Sheffield. DipSW 2003.
- University of Sheffield. BA (Hons) Sociology 2000
- Chair of West Yorkshire ABI Network 2010 – 2026.
- Qualified Practice Educator Level 2 - 2010 – Present.
- Voluntary Work 2020 – 2026 – Various fundraising events for Second Chance Headway.

Membership of Professional Bodies

Registered Social Worker with Social Work England. Register Number: SW 17595
Brain Injury Social Work Group and INSWABI (International Social Work and Brain Injury Group)

Most Recent Related Training

Comprehensive post qualification training and CPD activities including Practice Education, Best Interests Assessor, Strengths Based Social Work, Substance Misuse Training and Trauma Based Practice. I am interested in the assessment of mental capacity after brain injury and have provided training to other professionals in relation to this area of practice.