



## Emma Hicks

Case Manager, Shrewsbury

### Clinical Specialities

- Amputees
- Brachial Plexus
- Cancer
- Chronic Pain
- Complex Physical Disability
- Complex Polytrauma
- Internal Injuries
- Major Upper and Lower Limb Trauma
- Mild Traumatic Brain Injury
- MSK & Complex Trauma
- Psychological Trauma
- Spinal Injury

### Qualifications

Diploma in Occupational Therapy,  
St Andrews School of  
Occupational Therapy, 1992.

### Professional Memberships

BAOT  
RCOT  
HCPC  
IRCM  
CMSUK  
Current DBS

Emma qualified as an Occupational Therapist (OT) in 1992 and has worked in both health and social care sectors. She has built on her knowledge and skills in client-centered assessment, formulation and delivery of goal orientated treatment plans to support and facilitate individuals in overcoming loss of functional independence, be it temporary or permanent. Along side her Case Management work, Emma is currently Clinical Lead OT in oncology and palliative care, working across an acute hospital trust and the community and delivering education and training to colleagues.

Emma carries a complex case load, including individuals with complex and rapidly changing needs as a result of malignant brain tumours and malignant spinal cord compression. She supports both clients and families experiencing changes to functional level of independence and the psychological impact this may have. In 2022, Emma was awarded a hospital trust award for the work she delivers supporting those living with a brain tumour to live well.

### Case Management Competencies

- Emma demonstrates excellent communication skills with clients, referring parties, and service providers to ensure a collaborative approach that achieves the best outcomes.
- She ensures a client-centred approach is maintained throughout all aspects of case management.
- Emma is adaptable and flexible, responding effectively to changing and often challenging situations to support optimal client outcomes.
- She manages her time efficiently, consistently meeting deadlines through careful planning and prioritisation.
- Emma uses evidence-based practice to inform and support her case management recommendations.
- She regularly reviews and monitors the impact of her interventions, using effective outcome measures to track progress.
- Emma oversees the delivery of services and identifies areas for improvement to ensure alignment with client-centred goals.
- She ensures all decisions are informed by clinical evidence and professional judgement.

## Case Examples

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- 59-year-old male, warehouse operative. Sustained multiple internal injuries as a result of a motorcycle incident. Psychological impact from trauma and impact on functional independence and ability to work. Private provision of rehabilitation to achieve goals including return to driving and be able to progress home improvements.
- 37-year-old male, plasterer. Sustained multi trauma including upper limb injuries resulting in reduced functional use and lead to chronic pain. Progressed to upper limb amputation. Support to focus on client goal to find meaningful employment, return to driving, and living independently.

## Work Experience

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2017 - Present

### **Unite Professionals Limited**

Case Manager

January 2020 - Present

### **Evergreen Occupational Therapy Services**

Occupational Therapist (Associate)

2001 - Present

### **Shrewsbury and Telford Hospital NHS Trust**

Macmillan Clinical Lead Occupational Therapist,  
Macmillan Integrated Therapy Service

2013 - 2019

### **Severn Hospice, Shrewsbury**

Senior Occupational Therapist (Locum)

1998 - 2001

### **Wessex Rehabilitation Centre, Salisbury**

Senior Occupational Therapist

1995 - 1998

### **Alderbourne Rehab Unit, Hillingdon Hospital**

Senior Occupational Therapist

## About Unite Professionals Case Management

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Unite Professionals are a renowned, independent Case Management firm, committed to assisting individuals who have endured catastrophic and life altering injuries. Our approach is both comprehensive and empathetic, underpinned by our professional expertise and steadfast belief in the strength of those we support.

### Enquiries and Referrals

Natalie Briscoe

Business Development & Engagement Manager

01704 508099 / 07876 108783

[admin@uniteprofessionals.co.uk](mailto:admin@uniteprofessionals.co.uk)

