



Jenny Cooper

Case Manager, Lincolnshire

Jenny is a highly skilled and knowledgeable clinician who is motivated to empower individuals to lead fulfilling lives through engagement in activities of value and meaning to them. She is a qualified Occupational Therapist and has had continual practice both within the NHS (over 27 years within in-patient facilities and community settings) and privately. Jenny set up and led a new Occupational Therapy Service for Adults with Learning Disabilities, following a successful bid to commissioners identifying need. Leadership responsibilities have included mentoring; supervision, training, audit, managing budgets. Jenny values working as a team member with the client at the centre.

Jenny is an experienced Case Manager who has used a broad range of skills from clinical practice to facilitate highly effective rehabilitation for the clients she represents. Jenny's calm and reflective manner underpins her ability to organise and prioritise needs, enabling her to flexibly manage a complex and varied caseload.

Jenny has excellent communication skills, both verbal (face to face and telephone interactions with clients, family and the multidisciplinary team) and written (reports, clinical notes). Listening well to clients' needs allows for the development of realistic client-centred goals as part of a bespoke package of intervention from within statutory and private sectors. Clear and accurate report writing, delivered in a timely manner, ensures stakeholders have a comprehensive and up to date knowledge of progress made.

Case Management Competencies

- Advocating for clients within the rehabilitation framework
- Working with honesty and integrity when building and maintaining rapport with clients and their families
- Ensuring a client-centred approach is maintained at all times.
- Clinically reasoned recommendations that consider the impact of physical, psychological, cognitive, social and environmental factors on function.
- Motivating client engagement through meaningful goal setting and use of evidence based interventions.
- Thinking creatively 'outside the box' when problem solving the unexpected.
- Positive risk taking in liaison with multi-agency team
- Decisive, informed and effective decision making under pressure.
- Evaluation of interventions to monitor and manage resources.
- Able to positively manage conflict through use of de-escalation techniques.
- Good knowledge of the legal frameworks in which we work, including the implications of the Mental Capacity Act (2005) for those with a brain injury.
- Accurate and confidential records

Clinical Specialities

- Trauma and Orthopaedics
- Mental Health
- Neurology
- Brain Injury
- Cognitive Impairment
- Learning Disabilities
- Autism
- Home Adaptations
- Care of Older Adults

Qualifications

Diploma of the College of Occupational Therapists, Welsh School of Occupational Therapy, 1988

Master of Science in Occupational Therapy, University of Derby, 2012

Professional Memberships

HCPC
CMSUK
Current DBS

Awards

CMSUK Clinical Case Manager of the Year, 2019

Case Examples

- 14 year old male with pre-injury diagnosis of autism and anxiety disorder. Road traffic accident (passenger in a car) resulting in minor soft tissue injuries but with client reporting extreme pain and sensitivity of left lower limb such that he was non weight-bearing. Rehabilitation initially focused on provision of equipment and home adaptations to ensure safe functioning. Introduction of home based Neurophysiotherapy allowed gradual reframing of injury perception to increase confidence such that weight bearing could begin. Practical family support provided (cleaning) and counselling for the client's mother, his main carer, to enable continuation of care in the long term future.

Work Experience

June 2025 - Present

Unite Professionals Case Management
Case Manager

July 2013 - Present

Independent Occupational Therapist

Cognitive Impairment, Mental Health, Fatigue Management, Home Adaptations, Care of the Elderly, Learning Disabilities

April 2004 - December 2015

Nottinghamshire Healthcare NHS Trust
Specialist Occupational Therapist, Community Intellectual Disabilities

September 2001 - April 2004

North Eastern Derbyshire, Primary Care Trust
Senior Occupational Therapist, Adult Mental Health

About Unite Professionals Case Management

- 1.27 year self-employed electrician, passenger in a car accident in which she sustained fractured lumber vertebrae and dislocated/fractured left shoulder resulting in a Brachial Plexus injury. Safeguarding concerns due to the client presenting with significant trauma symptoms. High intensity case management supported by private psychological therapy. Case Manager offered in-person support and advocacy to the client to help negotiate NHS systems and ensure clinical needs were presented clearly to treating team. 2nd opinion instigated when needs were not met, resulting in client being offered a clear 6 month treatment programme that provided pain relief, physiotherapy and hope that a return to work would be possible.

Continued Professional Development

- Unite Professionals Conferences, 2021 - 2025. CMSUK Conferences 2024/5.
- STEPS Prosthetics, Rehab of Amputees for Case Managers. 2025 BABICM Functional Neurological Disorder (FND) Masterclass, 2024. Level 3 Safeguarding Training, 2023.
- Surgical, Rehabilitation and Prosthetic Pathways following Upper Limb Injuries. Unite Professionals, 2023.
- Sleep in People with Complex Conditions and The REST programme Sleep Course. Sleep Unlimited, 2023.
- Retraining Pain. Unite Professionals. 2023
- Addressing Functional Difficulties through Home Adaptations. Access Independent, 2022. 'Reconnections': A new approach to Brain Injury Rehab. CMSUK, 2022

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

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