



## Melissa Hancock

### Case Manager, London and South East

Melissa has over 23 years' experience of working in health and case management, using her occupational therapy skills.

Melissa is a highly experienced case manager, working with clients who have sustained both traumatic mild to moderate brain injuries and/or orthopaedic injuries.

#### Clinical Specialities

- Complex orthopaedics
- Mild to moderate brain injury
- Vocational Rehabilitation
- Neurology
- Chronic Pain

Alongside her case management work, Melissa has worked clinically in neuro-rehabilitation specialising in traumatic brain injury, as well as complex orthopaedic injuries and chronic pain both in the NHS and private sector in the UK and Australia. She has a wealth of knowledge from her role as a therapist and is able to transfer this into her case management to ensure that there is depth to the route in which she guides her client's rehabilitation plans.

Melissa has previously worked as a Team Leader Occupational Therapist as Defence Medical Rehab Centre (DMRC) Headley Court, Surrey, specialising in optimising injured military service personnel rehabilitation outcomes following their complex injuries. Melissa maintains her clinical skills as an independent occupational therapist, largely supporting clients with physical, cognitive and vocational rehabilitation. She also works as a driving assessor to identify if clients are safe to return to driving following injury.

#### Qualifications

Bachelor of Applied Sciences (Occupational Therapy) University of Sydney, 2002

#### Case Management Competencies

- Excellent communication skills with clients, families, and all agencies involved, whether statutory or private.
- Involvement in a multitude of complex discharge planning scenarios.
- Wide and varied experience of patient centred goal setting, intervention and treatment planning.
- Detailed, reasoned and workable report documents and regular updates outlining the goals to progress rehabilitation.
- Sound awareness of accountability and proportionality in terms of cost for recommendations selected
- Understanding of the importance of dialogue between all agencies involved and the integral requirement for communication.
- Adept in transitional living skills retraining.
- Experience in the field of pain management, both the assessment of and providing intervention programmes.
- Fatigue and sleep management intervention.

#### Professional Memberships

British Association of Occupational Therapists  
HCPC  
CMSUK

## Case Examples

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Male in his 60's, self-employed builder, RTC car vs motorbike, significant polytrauma; complex lower limb salvage, complex pelvic fracture, peripheral nerve injuries affecting lower limb function, internal injuries and right upper limb fracture. Facilitated inpatient rehabilitation and orthotics (for complex pelvic fractures) to manage functional ability for lower limb.

Male in his 20's, restaurant manager, RTC car vs motorbike, ORIF for lower limb fracture. Facilitated client with returning to work with the same employer, physiotherapy, gym, and psychology support to assist with adjustment post injuries.

Male 55, pedestrian vs car, polytrauma, psychological injuries and, mild traumatic brain injury. Supported a swift return to work and re-engagement in active family life, with the input of a multidisciplinary therapy team to support persisting difficulties that were being perpetuated by a psychological (functional) presentation.

## Work Experience

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September 2014 - Present  
**Unite Professionals Limited**  
Case Manager

July 2012 - September 2018  
**Defence Medical Rehab Centre, Headley Court, Surrey**  
Lead Occupational Therapist

December 2010 - July 2012  
**The Wellington Hospital, London**  
Senior Occupational Therapist

August 2008 - October 2010  
**Defence Medical Rehab Centre, Headley Court, Surrey**  
Senior Occupational Therapist

## Continued Professional Development

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- Recognition Conference 'TBI Iceberg', London (2024)
- Brain and Mind Conference, London (2023)
- Safeguarding Level 3 with Linda Sayers (2023)
- Unite Professionals Conferences (various)
- Long Term Conditions national conference — College of Occupational Therapy
- Posture and Seating Course — Queens Square, National Hospital for Neurology and Neurosurgery
- Motivational Interviewing — Verna Morris
- SSNP BI Forum Conference - Technology and Brain Injury
- Assessment of Motor and Process Skills (AMPS)
- Practice Educator Course — Canterbury Christchurch University
- Mentoring, Coaching and Supervision — College of Occupational Therapy (COT)
- Pain Management study day — The Wellington Hospital

## 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

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