



Rachel Bussell

Case Manager, Devon

Rachel qualified as an Occupational Therapist in 1997. She has worked both within the NHS and the private sector, including work abroad. Rachel has worked with Unite Professionals since 2011, and this has given her the opportunity to develop her role as a Case Manager through contact with a wide variety of clients and professional bodies. She is a conscientious, sensitive, and hardworking professional who is dedicated to achieving the best outcomes for clients, whilst being aware of the various stakeholders and legal process involved. She can accurately identify the rehabilitation needs of her clients and implement appropriate treatment plans effectively. Rachel is a highly organised person with good communication skills which helps secure solid working relationships with all parties.

Clinical Specialities

- Complex Trauma & Orthopaedics
- Amputees
- General Medical
- Surgical
- Spinal Injuries
- Neurological Conditions
- Older Person Care
- Paediatrics
- Psychological Trauma/Mental Health

Qualifications

BSc Hons Occupational Therapy,
University of Derby, 1997

Professional Memberships

RCOT
HCPC
CMSUK
Current DBS

Case Management Competencies

- Rachel has a clear understanding of the Rehabilitation Code and the roles of different stakeholders within the legal process.
- She demonstrates effective communication and interpersonal skills with both clients and professionals.
- Rachel is skilled at identifying clients' needs through thorough evaluation and organisation of information.
- She applies evidence-based practice in goal setting and intervention planning.
- Rachel consistently uses appropriate outcome measures to monitor client progress.
- She is confident in working with both statutory and private sector multi-agency teams.
- Rachel regularly reviews and evaluates her case management input, adapting as necessary to achieve the best outcomes.
- She delivers interventions in a timely and cost-effective manner.
- Rachel acts as a strong advocate and facilitator for her clients, with excellent negotiation and collaboration skills.
- She is highly capable of motivating others towards achieving their goals.
- Rachel ensures all case records and reports are clear, concise, and comprehensive.

Client Testimonial

"From the first meeting through to case settling Rachel understood my situation and needs, certainly put me on the right road to recovery. Since the RTC I have been through some dark times but thanks to Unite Professionals and Rachel I am moving forward each day. Thank you to all the team and a big thank you to Rachel for all your help, the visits and phone calls."

Case Examples

- 76 year old retired nurse who sustained degloving injury to her face including oral & maxillofacial trauma, multiple chest fractures and spinal fractures. Rehabilitation involved coordinating a number of services including plastics for facial reconstruction, MSK physio and Occupational Therapy input. Psychological support was also recommended after a level of physical recovery."
- 24 year old male involved in a motorbike incident resulting in complex lower limb fractures and surgical fixations, plus psychological sequelae. Coordinated complex orthopaedic needs including revision surgeries and bone grafts alongside MSK physio and personal trainer support. Supported work goals through a change in vocation as unable to sustain previous work as a chef, whilst supporting psychological needs through clinical psychology support."

Work Experience

February 2011 - Present

Unite Professionals Case Management
Case Manager

April 2024 - Present

Musgrove Park Hospital, Taunton
Bank Occupational Therapist

February 2011 - 2014

Musgrove Park Hospital, Taunton
Bank Occupational Therapist

June 2000 - March 2002

East Surrey Hospital
Senior Occupational Therapist

June 2000 - March 2002

Dorking Hospital Senior
Occupational Therapist

Continued Professional Development

- Attended Unite Professionals Ltd Annual Conference (2011–2025)
- Participated in Nerve Injury Clinic: Nerve Conditions, Treatments and Referral Process, Unite Professionals Webinar (2024)
- Attended Orthotist Presentation on Service Provision and Types of Orthosis, CMSUK Webinar (2024)
- Attended Sleep Unlimited: Overview of Service Delivery, Unite Professionals Webinar (2022)
- Completed MSK Rehab and NICE Guidelines with Dr Ian Mac Curdie, CMSUK Webinar (2022)
- Attended Support for Amputees, Limbless Association, CMSUK (2022)
- Attended Serious Injury Claim: Legal and Rehabilitation Pathways, CMSUK – Leigh Day Solicitor (2022)
- Participated in SW Conference – OT: The Power of Occupation, Royal College of Occupational Therapists
- Attended CMSUK Conference – Controlling Costs & Retaining Quality in Life & Work

About Unite Professionals Case Management

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