



Stephanie McDonald

Case Manager, South West

Stephanie is a qualified Nurse and health visitor with extensive experience in case management, including work with paediatrics, adults with brain injuries, multi-trauma patients, and those affected by major incidents. She manages a varied workload, prioritising individuals with time-critical needs, and demonstrates strong confidence in her abilities. Stephanie excels at building strong relationships with key stakeholders and colleagues, which enables her to develop innovative ideas and implement them within her team to improve collaboration, support wellbeing, and enhance the knowledge base.

Stephanie is a friendly individual with a flexible and professional manner. She quickly grasps practical concepts and adapts effectively in fast-paced situations. Resourceful and responsive, she pays close attention to detail. Stephanie is empathetic and passionate about supporting injured individuals throughout their rehabilitation journey, helping them achieve their goals. She is creative, hard-working, organised, and reliable, maintaining a healthy work-life balance.

Case Management Competencies

- Stephanie uses her extensive knowledge to ensure that clients of all ages receive the best personalised treatment for their complex health needs.
- She is highly motivated and dedicated to providing exceptional service, taking pride in applying her specialist skills and knowledge when assisting clients with a range of life-changing injuries.
- Stephanie possesses significant experience working with young children, conducting health and developmental checks, and delivering support and advice to families. She collaborates closely with partner agencies to ensure optimal support is available.
- She is an effective advocate and facilitator for the client.
- Stephanie is excellent at building a collaborative relationship with clients and their families through excellent communication and interpersonal skills, whilst building rapport within the multidisciplinary team and with stakeholders.
- Stephanie takes a client centred approach to all assessments and ongoing case management, considering the full impact of injury upon their function, to ensure appropriate recommendations are identified supported by clinical reasoning.
- She utilises evidence-based practice to underpin case management and client centred goal planning.
- Stephanie constantly reviews and evaluates case management input, adapting as necessary to provide the best outcome for the client.
- She delivers interventions in a timely and cost-effective manner.
- She implements effective interventions that take into account analysis of costs and benefits

Clinical Specialities

- MSK & Complex Trauma
- Traumatic Brain Injury
- Cerebral Palsy
- Neurology
- Psychological Trauma
- Mental Health
- Paediatrics

Qualifications

2:1 - Specialist Community Public Health Nursing PGDip, 2016, Anglia Ruskin University

2:1 - BSc Hons Nursing (Adult), 2013, Anglia Ruskin University

Pass - Mentorship Preparation, University of Essex

Professional Memberships

NMC
BABICM
CMSUK
Current DBS

Case Examples

- After being run over by a forklift, the client (48-year old delivery driver) sustained a degloving injury and leg fracture, requiring emergency surgery and skin grafting. At the INA six months later, he was unemployed due to persistent pain, swelling, and reduced mobility. Stephanie oversaw NHS orthopaedic and plastics input, arranged physiotherapy and scar therapy for desensitisation and functional recovery, provided orthotics, and referred him for CBT to address trauma and fear avoidance. He gradually regained mobility, returned to driving, and gained employment as a car delivery driver 18 months post-accident.

Work Experience

June 2025 - Present

Unite Professionals Case Management

Clinical Lead

November 2020 - Present

HCML

Rehabilitation Case Manager

November 2018 - November 2020

Corpore Ltd

Rehabilitation Case Manager

August 2017 – November 2018

Allied Healthcare

Clinical Lead Nurse (NHS Band 7 Equivalent)

- Following a road traffic accident, the client (16-year old male) was discharged without equipment or support. Stephanie conducted an Initial Needs Assessment, coordinated with the trauma team, arranged referrals to private therapists, and facilitated a six-week inpatient rehabilitation program. She ensured ongoing multidisciplinary communication and played a key role in the client's successful return to full-time education within a year. With continued progress, the client regained mobility, communication, and independence, including regular gym visits and solo community outings.

Continued Professional Development

- Chronic Pain – The Integrated Solutions Summit, June 2025, The Pain Lab Cheshire Trauma Therapy
- FND Masterclass, February 2025, BABICM
- Personal injury Training day, June 2023, HCML
- Paediatric study day, June 2021, CMS UK
- Advanced Paediatric study day, September 2021, CMS UK
- Trauma, the Brain and Recovery, December 2019, Mindbody Breakthrough
- Children's Palliative care, March 2018, Havens Hospices
- Intestinal Failure and Parenteral Nutrition, March 2018, The Royal London Hospital
- Tracheostomy Ventilation Education, September 2017, Royal Brompton & Harefield Trust
- Sustain STEPS Course for Health Visitors, September 2016, Sustain STEPS to excellence

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

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