



Lucy O'Connor

Case Manager, Essex

Graduating with a degree in Occupational Therapy from the University of Liverpool in 2006, Lucy worked extensively within the NHS. Her diverse experience also includes roles in social services, with charities, and the private sector, providing her with a comprehensive understanding across various settings.

Lucy has experience of working at St George's Hospital, one of the Major Trauma hospitals in London, where she worked on Major Trauma and Orthopaedic wards assessing and supporting people with catastrophic injuries, multiple fractures, polytrauma, lower-limb and upper-limb amputations (in the acute stages). Lucy also worked on the Acute Neurology wards, Neuro Intensive Care Units with people following Major Trauma and within Neurorehabilitation (both in the hospital and community settings), working with people with complex neurological conditions, including brain injury, completing complex neurological assessments and customising interventions.

Clinical Specialities

- Neurorehabilitation
- Brain injury
- Community Rehabilitation
- Complex Orthopaedics
- Cognitive Impairment
- Complex Discharge Planning
- Environmental Assessments
- Acute Neuro
- Spinal Injury
- Elderly Care
- Wheelchair, Complex Seating & Hoist Assessments
- Technology Enabled Care (TEC)
- Vocational Rehabilitation

Qualifications

BSc Occupational Therapy University of Liverpool, 2006.

Professional Memberships

RCOT
Member of RCOT Specialist
Section for Neurological Practice
HCPC
CMSUK
Current DBS

Case Management Competencies

- Experienced in providing support to students and colleagues through joint working, regular supervision and evidence-based practice.
- A broad skill set enables Lucy to be flexible in working autonomously or as part of a team, being confident in her practice she can set clear boundaries, seeking support appropriately.
- Highly skilled in report writing and documentation ensures that the complexity of a client's situation is portrayed clearly, enabling appropriate advocacy of a client's needs.
- An excellent communicator through a variety of means allows for rapport to be developed with ease between clients, family, carers and colleagues, often in very challenging circumstances. A flexible approach to communication styles ensures that information is transparent for all.
- Extensive assessment, treatment and intervention skills, across all sectors, ensures a client's needs are considered holistically and in appropriate detail to provide clarity and understanding at every stage of a client's journey.
- Through clinical experience across multiple settings and hands-on therapy with various client groups, Lucy promotes a client-centred approach within all aspects of care and goal setting allowing clients to feel empowered and in control of their future.
- Key working and complex discharge planning experience ensures that a client's needs are clearly advocated for from start to finish. Effective time management, organisational and prioritisation skills ensure intervention is completed within a realistic and acceptable timeframe.
- Regular reflection through practice ensures that professional and personal development is ongoing ensuring a high level of care is provided.

Case Examples

- The client, a woman in her 50s, sustained a knee injury at work which led to chronic pain, PTSD, and severe functional decline. Despite surgery and various assessments, her condition worsened, impacting both her physical and mental health. The case manager coordinated a flexible, multidisciplinary approach across two countries, supporting the client through psychological therapy, pain management, specialist physiotherapy, and care provision. The client remains under ongoing treatment following cessation of formal case management.

Work Experience

Current

Unite Professionals Limited

Case Manager

November 2021 – July 2022

Millbrook Healthcare Group

Occupational Therapist providing Technology Enabled Care (TEC)

April 2021 – August 2021

Integrated Neurological Services (INS)

Occupational Therapist

October 2017 – 2021

The Wolfson Rehabilitation Unit, Queen Mary's Hospital, St George's University Hospitals NHS Foundation Trust

Band 7 Neurorehabilitation Specialist
Occupational Therapist

August 2015 - 2019

St George's University Hospitals NHS Foundation Trust

Band 6 Major Trauma Occupational Therapist
(Major Trauma and Orthopaedics and Acute Neuro)

Continued Professional Development

- Splinting and Casting in the Upper Limb (St Georges University Hospitals 2017).
- 'The Bobath Concept: what is normal movement' British Bobath Tutors Association (January 2015).
- 'The Assessment and Treatment of Adult Hemiplegia and Allied Neurological Conditions Part A' British Bobath Tutors Association (February 2015).
- 'The Assessment and Treatment of Adult Hemiplegia and Allied Neurological Conditions Part B' British Bobath Tutors Association (March 2015).
- Early Neuro Occupational Rehabilitation Course (St Georges University Hospitals November 2015).
- Models of Disability (St Georges University Hospitals October 2015).
- Disorders of Consciousness (St Georges University Hospitals May 2014).
- Goal Attainment Scaling: Patient Reported Outcomes (Northwick Park Hospital 2012).

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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