



## **HELEN PRANGLEY**

### **Assistant Case Manager and Rehabilitation Coach**

Helen has worked in social care since 2008. She has worked with a wide range of clients; differing ages, gender, complexity and nature of impairment, with a focus on brain injured individuals from 2012.

Several clients had dual diagnoses including mental health, drug and alcohol misuse and social issues that require patience, excellent judgement, and empathy, all of which Helen demonstrates.

Alongside her independent work, she is a Rehabilitation Coach in the NHS Community Brain Injury Team (CBIT) where she runs patient groups with her therapy colleagues and is a member of the MDT providing 1:1 rehabilitation with emotional and practical support. The role is varied and challenging and working as part of a specialist team has developed Helen's knowledge of ABI significantly.

Helen has a natural ability to quickly build and sustain relationships and is highly skilled at managing clients with cognitive, communication, mood, and behavioural difficulties. She is a resilient and flexible person who deals well with unpredictable and challenging clients. She is able to contribute to rehabilitation planning and implementation, and provides clear, constructive, and insightful intelligence regarding the client to the MDT.

Helen is a positive, productive, and organised individual who provides clients with practical support and advocacy whilst encouraging independence and facilitating choice. Importantly, she understands the often long and stressful litigation process and working with a COP Deputy and is therefore able to help guide and support the client.

Helen lives in Cardiff with her family, describing herself as a dog lover and foodie who loves to travel.

#### **Key Skills**

- Ability to build and sustain relationships with clients and families
- Knowledge of local services and professionals
- Experience of MDT working
- Works well as part of a team and independently
- An able motivator with a can-do attitude
- The integration of therapeutic activities and strategies into the client's daily lives

#### **Qualifications**

- Registered with Social Care Wales