



HELEN PRANGLEY

ASSISTANT CASE MANAGER

Helen has been employed in the social care sector since 2008, supporting clients across a broad spectrum of ages, complexities, and conditions. Since 2012, she has specialised in working with individuals who have acquired brain injuries. Several of her clients have presented with dual diagnoses, including mental health challenges, substance misuse issues, and complex social circumstances, all of which demand patience, sound judgement, and a high degree of empathy.

Prior to joining the CMC team full time in early 2025, while continuing her independent practice, Helen served as a Rehabilitation Coach with the Cardiff and Vale, Bro Morgannwg Community Brain Injury Team (CBIT). In this role, she facilitated patient groups alongside her therapy colleagues and provided individualised rehabilitation interventions. This position was both diverse and demanding, significantly enhancing Helen's expertise in acquired brain injury (ABI) through her involvement with this specialist team.

Her portfolio of case management clients includes those living independently in the community with small directly employed care teams as well as those needing more support. She has experience of managing care provision that meets Welsh regulatory requirements and handling recruitment, training and day to day management of care staff.

Helen is a positive, productive, and organised individual who provides clients with practical support and advocacy whilst encouraging independence and facilitating choice.

Helen excels at building relationships and managing clients with cognitive, communication, mood, and behavioural challenges. She adapts well to unpredictable situations and is and effective at planning and implementing rehabilitation programmes.

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.

KEY SKILLS

- Ability to build and sustain relationships with clients and families
- Knowledge of local services and professionals
- Experience of MDT working
- Management of care teams meeting RISCA Regulations
- 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, REGISTRATIONS AND MEMBERSHIPS

- Level 3 Diploma in Clinical Healthcare Support 2024
- Membership of BABICM