



## DENYSE PROCTER

### CASE MANAGER

Denyse qualified in 1986 as an Occupational Therapist and following post-graduate experience in neurorehabilitation, specialised in working with adults with acquired brain injury. She has been an independent Case Manager working across south Wales since 2007, and full time since 2011.

As an OT, Denyse worked with ABI clients in various hospital and community settings before joining the Community Brain Injury Team (CBIT) at its conception in 2001. CBIT are an NHS inter-disciplinary team providing assessment and intervention, both 1:1 and in groups, for adults with ABI.

Using her excellent interpersonal skills, Denyse is able to form and maintain positive therapeutic relationships with clients and families. She is a confident, yet calm and friendly professional who has worked with many complex and challenging individuals.

As a Case Manager, Denyse has experience of setting up packages of care, recruiting and managing teams in line with Care Inspectorate Wales (CIW) regulations.

Denyse is well connected to a network of specialist therapists, medics, and services across all sectors. She can establish and coordinate effective interdisciplinary teams who work in partnership to develop and implement a person-centred, highly individualised community rehabilitation programme for each client. She works flexibly and creatively to ensure the client reaches their maximum potential.

Having many years' experience of the litigation process enables Denyse to support the client and the family through this often long, and sometimes difficult time. Her record keeping and report writing are exemplary; she has an eye for detail and is highly efficient and organised.

Complementary to case management, Denyse continues to work as an independent OT which provides her with an opportunity for continuous professional development as a therapist.

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## QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS

- Diploma of the College of Occupational Therapists (DipCOT) 1986
- HCPC registered
- Member of the British Association of Occupational Therapists (BAOT)
- Member of the Royal College of OT Specialist Section in Independent Practice
- Advanced member of BABICM
- Member of Headway

## KEY SKILLS

- Extensive experience of working with clients with ABI
- Building and maintaining positive therapeutic relationships with clients and families
- Community rehabilitation programme development and implementation
- Problem solving, flexibility and creativity
- Coordinating an MDT
- Setting up and managing care packages
- Highly organised and able to work under pressure
- Excellent written and verbal communication skills