



## TRACY PROTHERO

### CASE MANAGER

Tracy has extensive experience of working in NHS community and in-patient Neuro-psychiatric settings; assessing and coordinating the rehabilitation of adults with complex needs, that include cognitive, behavioural, physical and psychiatric difficulties.

Tracy has continued to work successfully with this client group in her capacity as an independent Case Manager. Her knowledge and experience are complimented by her quiet, professional, yet empathetic manner which enables her to build and maintain a rapport with the most challenging of individuals.

Tracy is a clear thinker who remains calm under pressure; willing and able to have difficult conversations with, or on behalf of her client.

She works well as part of a team, whilst being equally happy to take the lead when required. She is an excellent communicator, used to preparing detailed reports and providing regular updates for a range of purposes.

She is a proactive Case Manager who is firmly focused on maximising the client's independence and reaching their potential by taking a goal orientated approach to rehabilitation.

Her time as a Primary Care Nurse Assessor included Continuing Healthcare Assessments and monitoring the delivery of care packages, equipping her with first class care planning skills and a thorough understanding of CHC funding.

As well as being a qualified and experienced Learning Disability and Mental Health Nurse, Tracy also worked for some years with children, from birth to 18, with learning and physical disabilities, challenging behaviour and mental health difficulties in the provision of NHS residential respite care.

Tracy is well placed to work with clients in south-east Wales, east Mid Wales and the border counties of England including Avon and Somerset.

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## QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS

- Bachelor of Nursing (Hons.) Mental Health
- Diploma in Health Education (Nursing Studies) Learning Disabilities
- Member of BABICM

## KEY SKILLS

- Over 20 years' experience of assessment and intervention for individuals with Acquired Brain Injury
- Family support
- Experience of working with children and adults with learning disabilities/challenging behaviours and complex needs in hospital and community settings
- Multi-disciplinary and inter-agency working
- Knowledge of Continuing Healthcare Funding/Funded Nursing Care and disability benefit procedures
- Excellent communication skills
- Ability to work to a high standard in contentious situations