



VICKY RICHARDS

CASE MANAGER

Vicky is a very experienced and well-regarded case manager who has the relationship building skills and confidence to work with the most challenging individuals and families.

She develops, with the client, a clear set of goals and a plan of how to reach them. However, when required, she is willing and able to adapt to keep the client and family on board and moving forward.

Her ability to manage and coordinate a team has been an important part of her success. For Vicky, the team very much includes the client, the family, the Deputy and the litigators, whilst remaining clear that she is working in the best interests of the client and the client alone.

She has a sound knowledge and understanding of the litigation process and has supported many individuals through this frequently long, complex and demoralising period to a successful conclusion. Vicky is adept at providing the right level of input at the right time; something that is exemplified by the high percentage of clients she retains post settlement.

Vicky qualified as a psychiatric nurse in 1982 and a registered general nurse 2 years later. In 1988 she began a 3 year Post Graduate Diploma in Counselling, followed in 2001 by the completion of an MSc at the University of Glamorgan in Family Health; her dissertation looked at the effects of head injury on the family.

Between 1982 and 1995 Vicky worked in a variety of settings including in-patients, clinics and in the community. In 1995 she became a clinical nurse specialist at the Welsh Neuropsychiatry service, working with service users from across Wales who had emotional, behavioural and cognitive difficulties following an acquired brain injury (ABI).

Vicky was a key contributor to the development of the multi-disciplinary Community Brain Injury Team (CBIT), becoming lead clinician and coordinator from its inception in 2001 until 2016 when she left the NHS to establish Case Management Cymru Ltd.

Vicky worked with service users providing emotional support, behavioural management plans and anger management, as well as family support and educational/information workshops for survivors.

She has extensive knowledge of brain injury rehabilitation and the services available to clients being skilled in working in partnership across the independent, statutory and voluntary sector, particularly in South Wales.

In addition, Vicky became a Trustee of Headway Cardiff in early 2014, focusing particularly in providing clinical support and guidance to the staff team.

KEY SKILLS

- Assessment and meeting the needs of survivors of ABI
- Assessment and treatment of cognitive difficulties
- Assessment and treatment of emotional and behavioural difficulties
- Counselling
- Family support
- Working as part of and leading an MDT
- Anger management
- Training of professionals

QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS

- Royal College of Nursing
- MSc in Family Health
- Post Graduate Diploma in Counselling
- Diploma in Neuroscience Nursing
- BABICM