



Case  
Management  
Cymru



## ERICA SURTEES

OCCUPATIONAL THERAPIST

Erica is a Neuro-Occupational Therapist based in Gloucestershire who qualified in 2005. Erica has experience of working with patients with long term degenerative neurological conditions within both the acute and community settings. She is able to support the client to manage the deterioration in their condition and reassess their needs as the situation changes.

Since 2009 she has been working with acquired brain injury survivors with complex physical, cognitive and behavioural difficulties within the NHS. As part of a multi-disciplinary team Erica works with clients from the acute stage through to community rehabilitation. She has a broad knowledge and understanding of the challenges that survivors of mild to severe brain injury experience.

Erica understands the importance of working collaboratively with the client, family and professionals. She communicates sensitively and clearly with all involved in the clients' care and rehabilitation and can sustain positive relationships in often difficult circumstances. This is an area of her work that she particularly relishes and has been successful in.

Her extensive experience of multi-disciplinary working stands her in good stead as a Case Manager, able to coordinate and lead a diverse team of professionals. Having worked in the NHS since qualifying, Erica has developed an ability to work creatively and flexibly with limited resources.

Along with team working, Erica has developed a person-centred and goal orientated approach, very used to writing reports and coordinating complex discharges involving both health and local authority funding.

In terms of areas of expertise, Erica is called upon to utilise the full range of OT skills, but she enjoys postural management, vocational rehabilitation and fatigue management in particular.

As both an independent and NHS neuro OT, Erica is ahead of the game with regards keeping abreast of developments and has a sound knowledge of services available in her local area, along with a knowledge of services and professionals in south Wales, where she regularly spends time with her family who are based near Bridgend.

## **KEY SKILLS**

- Over seven years' experience of assessment and therapy for individuals with Acquired Brain Injury
- Postural management, fatigue management and vocational rehabilitation experience
- Multi-disciplinary and inter-agency working
- Excellent communication skills
- Ability to work to a high standard in demanding situations
- Ability to have difficult conversations whilst maintaining rapport with relatives
- Problem solving and goal setting
- Working as part of an MDT

## **QUALIFICATIONS, REGISTRATIONS AND MEMBERSHIPS**

- Bachelor of Science (Hons), Occupational Therapy
- Member of British Association of Occupational Therapy
- HCPC registered
- Member of BABICM