



Case
Management
Cymru



HELEN KERRIGAN

CASE MANAGER

Helen is a highly experienced Occupational Therapist and Complex Case Manager with a proven track record of managing diverse and challenging caseloads, including adults and children with acquired brain injury, forensic histories, complex mental health presentations, substance misuse issues, and physical disabilities such as cerebral palsy.

Compassionate, empathetic, and skilled at rapidly building therapeutic rapport, Helen brings a calm, grounded presence to high-pressure situations and works confidently with clients whose needs span multiple clinical and social domains.

Qualifying as an OT in 2007, she has worked across a wide range of specialities including physical and mental health, female medium secure services, inpatient and community low secure settings, and CAMHS.

She is adept at completing comprehensive assessments and developing individualised, goal-oriented rehabilitation plans. Her approach is flexible, reflective, and responsive, adjusting interventions when needed and drawing on an extensive knowledge of regional services and specialist therapists.

Helen has extensive experience working within the litigation process, supporting clients and families, through the complexities of rehabilitation. She is confident in preparing clear, defensible documentation, contributing to expert discussions, and ensuring that rehabilitation recommendations align with legal frameworks, funding pathways, and the client's best interests.

She is equally experienced in working with the Court of Protection (COP), collaborating with deputies, case managers, and multidisciplinary teams to ensure that clients lacking capacity receive consistent, well-coordinated support. Her practice reflects a strong understanding of capacity, best-interest decision-making, and the interface between clinical, legal, and family dynamics.

Safeguarding is a core component of Helen's practice. She has worked extensively with clients at risk due to mental health difficulties, substance misuse, exploitation, cognitive impairment, and physical disability. She is confident in raising and managing safeguarding concerns, liaising with statutory services, and ensuring that risk is understood, monitored, and mitigated across all agencies involved.

Helen also brings many years of experience commissioning a wide range of services, including neuropsychiatry, CAMHs, learning disability provision, specialist therapies, and complex care packages. She is adept at identifying appropriate providers across all sectors, negotiating service specifications, and ensuring that commissioned support is clinically robust, cost-effective, and aligned with the client's rehabilitation goals.

As a complex case manager, Helen is experienced in working with clients who present with significant behavioural, cognitive, relational, and environmental challenges. She demonstrates strong negotiation and problem-solving skills and is confident in making and communicating difficult decisions when required. Her background in family therapy enables her to manage expectations sensitively and maintain constructive relationships with clients and families.

Helen is highly organised, enjoys working to deadlines, and produces concise, detailed reports for tribunals, legal processes, and multidisciplinary meetings. She also brings experience in people management, recognising the importance of involving clients in recruitment and supporting teams to deliver consistent, high-quality care.

Based in South Wales, she is well positioned to work with clients across the region.

KEY SKILLS

- Working within the litigation process and medico-legal rehabilitation.
- Collaboration with the Court of Protection and professional Deputies.
- Managing an MDT and developing bespoke rehabilitation plans
- Commissioning neuropsychiatry, learning disability services, and complex care packages.
- Working with clients with substance misuse and dual-diagnosis presentations
- Safeguarding across mental health, physical disability, and social vulnerability
- Collaboration with statutory services, including social care, safeguarding teams, and CHC.

QUALIFICATIONS, REGISTRATIONS AND MEMBERSHIPS

- BSc Occupational Therapy
- MSc Transforming Care
- MSc Research Methods and Data Analysis in Healthcare
- Autism Diagnostic Observation Schedule (ADOS) training
- Meridian Family Therapy Qualified
- Train the Trainer
- HCPC Registration
- BABICM Membership