Kara Glen

Neurological Rehabilitation Case Manager &
Registered Physiotherapist

Location: Aylesbury, Buckinghamshire

Summary of client expertise and specialist training:

Kara specialised in the management of spinal injuries during her work as a physiotherapist for 9 years at the National Spinal Injuries Centre in Stoke Mandeville Hospital. She is a passionate advocate of supporting clients to achieve their goals and has enabled clients to achieve at World Championship and Paralympic levels of sporting post injury.

Kara's first-hand knowledge and training encompasses children, young adults and older adults with a range of spinal injuries, complex orthopaedic injuries and amputations, including many with significant additional medical complexities. She has an in-depth knowledge of the available facilities and resources in order to support her clients in maximising their rehabilitation potential.

As well as her physiotherapy training, Kara is also a highly-trained, experienced Case Manager. She is particularly skilled at helping her clients psychologically, assisting them to mentally adjust to their injury as well as being highly skilled in helping them to overcome the day-to-day challenges they are presented with. She is experienced in the following areas:

- Complete and incomplete spinal injuries, at differing levels of the spinal column
- Amputation
- Multiple orthopaedic trauma
- Brain injury
- Navigating the EHCP process
- Complex mental health disorders, such as PTSD, anxiety and depression
- Sensory impairments including visual and vestibular
- Burns
- Ventilation requirements

Kara has an unflustered and calm approach, ensuring that her clients and their family feel confident working with her. She quickly develops positive working relationships with her clients and applies her skills and knowledge to overcome challenging circumstances.

Case Management skills:

The smooth running of any case is crucial for the comfort and well-being of our clients. Kara's experience in proactively managing a case from the outset is second to none. Her skills include:

- Immediate Needs Assessments
- Case Management Action Plans and Progress Reports
- Understanding of the requirements of the litigation process
- Utilising sports to benefit her clients
- Set-up and management of community care packages
- Safeguarding and Risk Assessment
- Mental Capacity Act
- Managing challenging behaviours

Professional registrations and memberships:

- Health and Care Professions Council
- MASCIP
- Chartered Society of Physiotherapy
- Spinal Injuries Association

Qualifications and training:

Qualifications

- BSc (Hons) Physiotherapy 2:1, University of East Anglia 1999 – 2002
- BSc (Hons) Health Studies 2:2, Middlesex University 1995-1998
- BTEC National Diploma in Science/Health Studies
- BTEC First Diploma in Caring

Mandatory and Basic Life Support Training completed:

Other training:

- Introduction to Sensory Integration, The Pace Centre (2018)
- Consent, Social Care TV, 2018
- Confidentiality Awareness, Tutor Care, 2018
- Cognitive Behavioural Therapy, Social Care TV (2017)
- Effective Supervision, QiCT (2017)
- Sleep in People with an Injury, CMSUK Webinar (2017)
- One Year On, CMSUK Webinar (2017)
- Tech Con 2017

Employment:

COOCI Associates LLP from 2013 - Neurological Rehabilitation Case Manager

- Manages a caseload of clients, the majority of whom have sustained a spinal cord injury. Supporting clients and their families through the rehabilitation process
- Sourcing and implementing therapy packages, care packages, equipment and securing appropriate accommodation and any associated adaptations required
- Supporting clients returning to work or education, ensuring the environment into which they are going is accessible and any additional equipment is obtained
- Provides in-house training on spinal cord injuries
- Awareness of the benefits of competitive and non-competitive sport and the social integration that participating in sports at any level can bring. Supported and worked with a client to enable her to participate in World Championships and Paralympics 2016, with the aim of competing in Japan in 2020

Example of client goal achievement: "*I was delighted to have worked within and coordinated a team of professionals to enable an elderly client to return home for the first time since his accident in time for Christmas. The client had been in a nursing home and then a rehabilitation unit for a period of around a year since discharge from his specialist centre and required a new accessible property, a full 24-hour care package, specialist equipment and a community therapy team. We identified a property which needed adaptations and were told that it would potentially take twelve weeks to complete. My client's goal, and that of his family was for him to be in the property for Christmas – eleven weeks away. I successfully managed to ensure a safe discharge from the rehabilitation unit into the property with all adaptations completed and a full care team in place, with all appropriate equipment on the date of planned discharge – 21 December. The family had their first family Christmas together since the accident.*

National Spinal Injuries Centre, Stoke Mandeville Hospital – Specialist Physiotherapist – June 2004 – October 2013

Worked with a wide variety of patients across varying level of injuries, of different ages and pre-injury ability. Worked with ventilated patients, paediatrics and adolescents and those aging with a spinal cord injury.

- Assessed posture and seating requirements, made seating recommendations and liaised with Wheelchair Services ensuring appropriate seating equipment was provided
- Participated in 'rotations' within the Centre gaining experience in splinting, hydrotherapy, acute management and readmissions
- Completed audit and delivered training to peers and external professionals
- Worked with a small multidisciplinary focus group to devise and deliver a new two-day course for external candidates on sexuality and fertility after spinal cord injury
- Provided supervision and training for junior members of the team and students. Acted as a clinical educator for physiotherapy students
- Involved with sport as a basis of rehabilitation and participated as a supporting team member in the Inter Spinal Unit Games in 2006. Took non-participating patients to the games every year enabling them to experience a variety of sports that is available to those with disabilities, both competitively and non-competitively

Southend University Hospital – Junior Physiotherapist – September 2002 – June 2004

- Participated in junior rotations in a large district general hospital, areas including community/intermediate care, care of the elderly, medical/surgical wards
- Participated in the weekend and on-call emergency rota
- Managed a caseload of ward-based and community-based patients

East Hertfordshire NHS Trust – Physiotherapy Assistant – June 1998 – September 1999

- Assisted physiotherapists on the medical/surgical wards
- Ensured work areas were clean and appropriate for safe working
- Managed a caseload of patients that were appropriate for assistant treatment

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