Tracey Goodfellow

Catastrophic Injury Case Manager & Registered Physiotherapist

Location: Beckenham, Kent

Summary of client expertise and specialist training:

Tracey joined COOCI Associates in 2020 as an Associate Case Manager. Prior to working as a Case Manager, Tracey led the Major Trauma Therapy Team at the SELKaM Major Trauma Centre, Kings College Hospital between 2010 and 2019. Tracey graduated from the University of Teesside in 2001 as a Physiotherapist and has over 18 years specialty experience managing clients with neurological presentations.

Between 2003 and 2019 Tracey worked across all phases of the clinical pathway within Major Trauma Centres, Trauma Units and in outpatient and community settings.

With 20 years' clinical and managerial experience, Tracey brings significant expertise to ensure clients who have sustained life altering injuries receive the best possible care. Tracey has an MSc (Merit) in AHP Clinical Leadership making her ideally placed to coordinate care and rehabilitation teams within her case management role. Tracey is a committed advocate for clients' needs and is driven to stand up for what is right, engaging stakeholders effectively to optimise care and rehabilitation pathways for clients.

Tracey has extensive knowledge and skills in the case management of acute and longer-term rehabilitation for clients aged 16 and over who have sustained catastrophic injuries:-

- Acquired brain injury as result of trauma, stroke, AVM, SAH and brain tumour with mild, moderate and severe presentations (including significant physical, cognitive, dysexecutive and emotional presentations including prolonged disorder of consciousness)

- Associated complex musculoskeletal injuries and associated nerve injury

Case Management skills:

The smooth running of any case is crucial for the comfort and well-being of our clients. Tracey is experienced in coordinating care, having led the multidisciplinary team to be proactive in management of the client's goal orientated rehabilitation pathway from the point of hospital admission through to the community. Tracey has a calm, professional and honest approach to managing complex clients, her extensive experience allows her to draw on practical knowledge and expertise to support clients, family and carers in an empathetic nature. This approach fosters rapid development of positive working relationships and communication to optimise outcome. Tracey is an organised individual whose skills include:

- Immediate Needs Assessments
- Case Management Action Plans and Progress Reports
- Understanding of the requirements of the litigation process
- Accessing appropriate community services and recreational activities to benefit her clients
- Set-up, management and liaison regarding community care packages
- Safeguarding and Risk Assessment
- Mental Capacity Act
- Advocating for clients' needs
- Managing challenging behaviours

Professional registrations and memberships:

- Chartered Society of Physiotherapy
- Association of Chartered Physiotherapists Interest in Neurology

Qualifications and Training:

Qualifications

- BSc (Hons) Physiotherapy (2:1) University of Teesside, 1998 – 2001
- MSc AHP Clinical Leadership (Merit) City University, 2008 – 2010
- Advanced Assessment in Clinical Practice (30 Level 7 Credits,) London South Bank University, 2015

Mandatory Training and Basic Life Support completed:

Select Training:

- National Trauma Conference, 2018
- Bridges Approach to Self-Management in Traumatic Brain Injury, 2015
- Mandatory training including information governance, basic life support, manual handling, GDPR, conflict resolution, equality and diversity, infection control, Mental Capacity Act and consent, safeguarding children and adults-2022
- Motivational interviewing in Brain Injury Level 1 and 2 completed via ABI solutions with Verna Morris 2022
- BABICM-Beyond the Beginnings Case Management Foundation Workshop-2021
- BABICM Care Packages: Funding. Forming and Faux Pas 2021

Recent Lectures:

- Role of AHPs in management of polytrauma patients. Lecture to 3rd year Medicine undergraduates at KCH, 2018 – 2019
- A facilitated case study: 'post traumatic amnesia and rehabilitation'. Lecture to MSc Trauma Rehabilitation students, St George's, 2018

Other Roles:

- Contributed to the national scoping exercise for NICE guidelines in Rehabilitation after Trauma, 2018

Employment:

COOCI Associates from 2020 – Rehabilitation Case Manager

- Manages a caseload of clients with traumatic brain injuries and 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

Clinical Lead Therapist In Major Trauma (Band 8A) King's College Hospital NHS Foundation Trust (KCH) November 2010 – May 2019

- Planned and implemented complex rehabilitation pathways for clients sustaining catastrophic injuries
- Chaired a weekly multidisciplinary meeting to review the needs, progress, and rehabilitation plans of a 65-inpatient caseload against the assessed rehabilitation prescription
- Challenged inequalities in care provision by advocating for clients' longer-term rehabilitation needs and lobbying for access to appropriate services at individual, regional, and national level
- Supported all therapy disciplines to understand and meet rehabilitation prescription requirements via monthly training sessions and by developing champions across 8 speciality areas to act as on-floor experts

Highly Specialist Physiotherapist, Neurosciences (Band 7 King's College Hospital NHS Foundation Trust November 2008 – November 2010

- Assessed, planned, and delivered physiotherapy interventions for a specialist neurology and neurosurgical client group at a tertiary specialty referral centre, working as part of an integrated multidisciplinary team
- Developed therapy service with efficiency initiatives including joint assessment, use of rehabilitation support workers, use of alternative orthoses for spinal bracing

Highly Specialist Physiotherapist (Band 7) Tower Hamlets Primary Care Trust (Service Level Agreement to Barts Health) January 2008 – November 2008

- Worked with a complex inpatients/outpatients' neurology cohort at this tertiary specialty hospital serving a regional population

Specialist Physiotherapist (Band 6) | Physiotherapist (Band 5 & 6) Tower Hamlets Primary Care Trust (Service Level Agreement to Barts Health) July 2003 – January 2008

- Undertook rotations in neurosurgery, neuromedical, rehabilitation and community stroke service, community paediatrics, musculoskeletal outpatients, critical care, and oncology

© COOCI Associates Ltd
Not to be reproduced without permission