



# Carol Stallwood

**Independent Case Manager  
Phoenix Rehab**

**Occupational Therapist & Approved Mental Health Professional**  
[carol@phoenixrehab.co.uk](mailto:carol@phoenixrehab.co.uk)



## Specialisms

Adults and Children

Brain Injury,  
Complex Orthopaedic,  
Complex Polytrauma.

Autistic Spectrum  
Disorders,  
Birth Injury,  
Cerebral Palsy,  
Challenging Behaviour,  
Learning Difficulties,  
Mental Health  
Management,  
Substance Abuse.

## Profile

Carol has over 20 years clinical experience dealing with traumatic injury and illness including brain injury. Carol is a thoughtful, skilled, and empathic communicator with excellent attention to detail. She has excellent written and verbal communication skills. She is highly organised and works well on her own initiative and ensuring all parties are kept informed in a timely manner to support the case's progress. As a case manager, Carol supports adults and children who have sustained birth injuries or life changing brain injuries, including those with polytrauma/complex orthopaedic injuries. She is highly experienced in working with clients who present with complex mental health issues, challenging behaviour, and developmental delay. With a background of over 20 years working clinically as an occupational therapist, Carol has good knowledge of the availability of, and access to, statutory services. She has recruited and supervised large care teams, coordinated multi-disciplinary therapy teams, and worked alongside schools to ensure her clients have the highest level of care and that all support workers, therapists, and teachers are working to the same aim. Carol has been a case manager since 2016 and an expert witness since 2012.

## Testimonial

"Carol is professional and extremely knowledgeable in her chosen field, she is able to clearly link her knowledge and experience to guide her practice and decision making...Always willing to go the extra mile for her clients, Carol is practical and realistic in her approach, working collaboratively alongside her clients, their families and carers and any other members of the team, to achieve her client's goals. Carol is effortlessly able to build a rapport with her clients and communicates to a high level, in both written and verbal form, ensuring that any instructions are both clear and clearly understood." *Expert Witness*

## Qualifications

MA Advanced Mental Health Practice, Bournemouth University 2019  
BSc (Hons) Occupational Therapy, Coventry University 1999

## Professional Memberships

Health & Care Professions Council (Reg: OT30553)  
Royal College of Occupational Therapy (Reg: BT0217311)  
British Association of Brain Injury and Complex Case Management (Reg: 3580)  
Registered with the Major Trauma Signposting Partnership (MTSP) Code of Conduct

## Location

Princes Risborough, Buckinghamshire

## Coverage

South East, South West & Midlands



The  
Case Management  
Community



[www.hcpc-uk.org](http://www.hcpc-uk.org)





The  
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PHOENIX REHAB

*Transforming and rebuilding lives*

**3HUB Community Governance &  
Due Diligence**

**carol@phoenixrehab.co.uk**

## Contact

[office@threehub.co.uk](mailto:office@threehub.co.uk) 01243 769081 [www.threehub.co.uk](http://www.threehub.co.uk)

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Registration evidence available on request.

## CQC Registration Status

Application Status: CQC Registration Application in progress  
Current Rating: CQC has not inspected this service yet  
Regulated Activity Provided: Personal Care

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## Continuous Professional Development

Regular training and formal 3 monthly supervision.  
Professional development reviews and governance/due diligence checks are undertaken annually.  
Current Mandatory Training Certificate and Safeguarding Level 3 Certificate available on request.

## Professional Liability Insurance Policy

Professional Indemnity Cover: up to £6million per claim  
Public Liability Cover: up to £6million per claim  
Policy details available on request.

## GDPR compliant

Current ICO Certificate available on request.  
Data Controller: Carol Stallwood

## Enhanced Disclosure and Barring Service (DBS) Certificate & Update Service

Full, clear enhanced DBS certificate currently in place & update service details available on request.

## Key Policies

All our policies and procedures are reviewed annually, and full details are available on request.  
Our suite of policies and procedures include Governance (including third party due diligence), Data & IT, Safeguarding, Safe Working & Risk Management, Employment, Clinical.