



Lucy Allen-Shirtcliffe

Independent Case Manager
Back on Track Case Management
Neuro Occupational Therapist
lucy@backontrackcm.co.uk



Adults & Young People

Specialisms

Brain Injury,
Complex Polytrauma,
Spinal Injury.

Experience of:

Autistic Spectrum Disorders,
Birth Injury,
Cerebral Palsy,
Behaviours That Challenge,
Learning Difficulties,
Vocational Support.

Profile

Lucy is a highly skilled case manager with over 28 years' experience working in healthcare. She worked as an Occupational Therapist for 12 years in the NHS in acute services, community rehabilitation and specialist rehabilitation units. A career in the private sector as an Independent Occupational Therapist followed, before Lucy became a Case Manager in 2016. She carries a complex caseload of private and medico-legal clients with Traumatic Brain Injury, Spinal Cord Injury and other life-changing injuries.

She has substantial clinical experience in managing clients with long term neurological conditions and complex needs. She has a clear understanding of the client and family journey through the rehabilitation and legal process and is known for her practical and collaborative approach to ensure the best possible outcome.

She is proactive, positive, and compassionate in her work where she is known to quickly develop trusting relationships with her clients and their support network.

Lucy values good communication and working as part of a team where she aims to overcome barriers and places her clients and their families at the centre of the case management process.

Testimonial

"I have worked with Lucy since February 2018 on a complex case involving a young man with a mixed presentation of autism, learning difficulties, and a traumatic brain injury. During this time, Lucy has overseen numerous major transitions, including the settlement of his legal case, securing appropriate housing, and supporting two changes of care team.

Throughout this journey, Lucy has led a multidisciplinary team of therapists and care staff with exceptional professionalism, skill, and compassion. She is highly responsive, an excellent listener, flexible in her approach, and a natural problem solver. Thanks to her dedication to both the team and the client, this young man has made remarkable progress toward a fulfilling and happy life.

I would highly recommend Lucy as an outstanding Case Manager for complex care cases."

Neuropsychologist

Location

Northamptonshire

Coverage

South East England, South West England, Midlands, Northern England.





The Case Management Community



www.hpcp-uk.org
Member of



<p>Professional Memberships & Registrations</p>  <p>Member of MTSP Code of Conduct</p>	<p>Health & Care Professions Council (OT27580) Royal College of Occupational Therapy (BT0212246) British Association of Brain Injury and Complex Case Management (1822411) Case Management Society UK (26-11607-P) Vocational Rehab Association Institute of Registered Case Managers (RCM2563) Major Trauma Support Partnership Code of Conduct</p> <p>Evidence available on request.</p>
<p>CQC Registration Status</p> 	<p>3HUB Ltd is Registered with CQC 21/03/2024 Click here for CQC registration; 3HUB Community Members are able to use the 3HUB Ltd CQC registration and governance processes as an associate of 3HUB for clients that need regulated activity (subject to capacity). Current Rating: CQC has not inspected this service yet Regulated Activity Provided: personal care; treatment of disease, disorder or injury; caring for adults over 65 yrs; caring for adults under 65 yrs; caring for children (0 – 18 yrs); and physical disabilities.</p>
<p>Qualifications</p>	<p>BSc (Hons) Occupational Therapy 1997</p>
<p>Continuous Professional Development</p>	<p>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.</p>
<p>Professional Liability Insurance Policy</p>	<p>Professional Indemnity Cover: up to £6 million per claim Public Liability Cover: up to £6 million per claim Policy details available on request.</p>
<p>GDPR compliant</p>	<p>Current ICO Certificate available on request. Data Controller: Lucy Allen-Shirtcliffe</p>
<p>Enhanced DBS Certificate & Update Service</p>	<p>Full, clear enhanced Disclosure and Barring Service (DBS) certificate currently in place & update service details available on request.</p>
<p>Key Policies</p>	<p>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.</p>