



Rachel Wilson



Clinical Lead
3HUB Case Management
Physiotherapist
rachel@threehub.co.uk



Adults & Young People

Specialisms

Brain Injury,
Spinal Injury,
Complex Orthopaedic,
Complex Polytrauma.

Experience of:

Amputation,
Birth Injury,
Cerebral Palsy,
Challenging Behaviour,
Disorders of
Consciousness,
Learning Difficulties,
Mental Health
Management,
Pain Management,
Substance Abuse.



The
Case Management
Community



Profile

Rachel is an experienced clinician and leader, with over 30 years' experience as a Physiotherapist and over 12 years as a Case Manager. Rachel joined 3HUB Case Management in 2020 as an Independent Case Manager and in 2025 joined 3HUB as a Clinical Lead.

As an Advanced BABICM member, member of the Professional Practice Membership Group (PPMG) at BABICM and an IRCM registered Case Manager, Rachel is committed to maintaining the highest professional, clinical and ethical standards in practice.

Her strong clinical foundation, attention to detail, and evidence-based approach enable her to support case managers to navigate complex clinical and ethical situations and strengthen their professional credibility to deliver high-quality outcomes.

A strong advocate for collaboration and knowledge sharing, Rachel enjoys mentoring others, supporting professional growth and engaging in reflective discussions with like-minded professionals.

Rachel is passionate about lifelong learning and recognises the vital role that supervision and reflective practice play in professional development. She actively keeps abreast of industry developments, embraces emerging approaches and continually seeks opportunities to enhance her knowledge and skills.

Her leadership approach is grounded in clinical excellence, continuous improvement, and a commitment to empowering others to achieve their full potential.

Testimonial

"I have worked with a number of specialist case managers for many years now, and I would have no hesitation in putting Rachel within the highest bracket of those. The first time we met, visiting a young client with a severe TBI, I was struck by her intense client-focus and capacity for empathy with someone in a very difficult situation. She is driven by the client's wishes and aspirations, and all her planning and coordination keeps that in mind. She is approachable and good-humoured, whilst retaining the ability to step back and be firm when required, whilst never appearing patronising. Her planning and management skills are excellent, and she has a keen eye for detail. Perhaps her greatest skill is her ability to anticipate what is going to be required not just now but further down the line, and to identify and resolve small issues before they become bigger problems. This sets her apart from many of her contemporaries in my view."

- Personal Injury Solicitor

Location Heathfield, Sussex

Coverage Nationwide

Professional Memberships & Registrations	Health & Care Professions Council (PH49291) Advanced Member, British Association of Brain Injury and Complex Case Management (7122) Registered with the Institute of Registered Case Managers (IRCM) (RCM1942) Evidence available on request.
CQC Registration Status 	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.
Qualifications	BSc (Hons) Physiotherapy, University of Brighton (1995) PG Cert Posture Management, Oxford Brooks University (2012)
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 4 Certificate available on request.
Professional Liability Insurance Policy	Professional Indemnity Cover: up to £10 million per claim Public Liability Cover: up to £10 million per claim Policy details available on request.
GDPR compliant	Current ICO Certificate available on request. Data Controller: John Cooper for 3HUB Ltd (john@threehub.co.uk)
Enhanced DBS Certificate & Update Service	Full, clear enhanced Disclosure and Barring Service (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.