

Zoe Panter

Case Manager

Independent Occupational Therapist

Profile

A highly experienced and skilled occupational therapist and case manager, Zoe specialises in the case management of adults and children following major catastrophic injuries including polytrauma, brain and spinal injuries, amputations and psychological and behavioural challenges.

Zoe is also an experienced expert witness.

Specialisms

- Catastrophic injury
- Traumatic and acquired brain injury
- Spinal injuries
- Amputations - upper limb/lower limb
- Musculo-skeletal/orthopaedics
- Paediatrics
- Vocational rehabilitation
- Brachial Plexus injuries

Ages covered

- Adult
- Paediatric

Biography

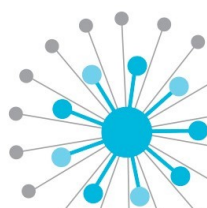
Zoe is an occupational therapist (OT) with over 30 years' clinical experience working with children and adults across NHS and independent practice combining the roles of OT, case manager and expert witness.

She has been a case manager since 2001 and specialises in the case management of clients who have sustained major catastrophic, life changing injuries, supporting them from the early assessment stage through to acquiring appropriate high level specialist equipment (including prosthetics), therapy, transport, accommodation and care packages. She uses a problem-solving client focussed approach to support clients to re-engage in their social and workplace environments wherever possible supporting them to return to their pre-injury hobbies, interests, and occupations/school/work. This can also include supporting family members and helping all those involved to adjust.

She has extensive experience of assessment, report writing, goal setting and a comprehensive understanding of statutory services obligations regarding assessment and service provision. She regularly supplements statutory provision by commissioning and then monitoring/reviewing care/rehabilitation packages. Having worked within statutory services for over 25 years, she finds this experience is invaluable in achieving excellent communication and successful working relationships between statutory service and independent providers within a multidisciplinary, trans-disciplinary care/rehabilitation environment.

Through her work, she is experienced in managing clients with traumatic brain injuries, complex orthopaedic injuries including amputations, spinal injuries, brachial plexus and peripheral nerve injuries and long-term conditions.

She has over 21 years' experience of medico-legal work as an expert witness for Jacqueline Webb & Co and has prepared numerous care & equipment cost analyses associated with personal injury and clinical negligence claims, working with claimant solicitors and the Criminal Injuries Compensation Authority (CICA).



Qualifications

- Diploma of the College of Occupational Therapists (DipCOT), St Loyes School of Occupational Therapy, Exeter, 1986
- Certificate in Management Studies (CMS), Exeter College, 1993

Memberships

- Health and Care Professions Council (HCPC)
- British Association of Brain Injury & Complex Case Management (BABICM)
- Case Management Society UK (CMSUK)
- Royal College of Occupational Therapists (RCOT)
- Royal College of Occupational Therapists Specialist Section - Children, Young People & Families
- Royal College of Occupational Therapists Specialist Section - Independent Practice
- Royal College of Occupational Therapists Specialist Section - Work

Contact details

Location:

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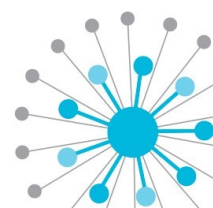
Zoe.panter@independenceworks.net

Website:

www.independenceworks.net

Clinical skills and experience

- Extensive case management experience working with clients, solicitors, professional deputies and insurers in relation to unsettled and settled litigation claims. Good understanding of the litigation process and the need to meet deadlines.
- Wide-ranging experience working with children and adults with complex injuries including acquired and traumatic brain injury, spinal injury, orthopaedic injury, complex fractures, amputees, psychological and complex behavioural challenges.
- Experience working as a treating OT using a client-centred approach to identify client treatment priorities and agree SMART goals.
- Comprehensive current knowledge of the specialist and environmental equipment available to support individuals to live as independently as possible within their home environment.
- Considerable experience of minor and major adaptation work within privately owned and social housing accommodation.
- Excellent knowledge and understanding of child development and extensive experience working with children, young people and their families within a child development/child assessment setting, educational and respite environments, universal children's services, acute and complex community care teams.
- Committed to continuing professional development - full details of recent training are available on request.
- Client and solicitor feedback/testimonials are available on request.



Career history - private sector

Independent Occupational Therapist & Case Manager - Independence Works Ltd 2017 - present

- Delivering comprehensive case management to children and adults suffering from traumatic brain injuries, amputations, complex orthopaedic injuries and polytrauma, by formulating and implementing appropriate rehabilitation treatment plans.
- Performing all aspects of commissioning care services, specialist therapy and psychology services, supporting clients to return to driving where possible, advising on vehicle adaptations and specialist vehicles. Extensive experience regarding the adaptation of properties and environments including fully accessible accommodation for wheelchair users.
- Preparing detailed witness statements while actively contributing to meetings with solicitors and counsel in relation to litigation claims.
- Professional clinical supervision of other occupational therapist/case managers.

Independent Occupational Therapist, Company Director - OT 4 Children Ltd 2016 - present

- Zoe has very recently worked on two separate large building projects providing advice to ensure the environment was fully adapted to facilitate the client's maximum independence whilst also meeting the long-term needs of the client, family and carers. This work included advising on specialist equipment and facilitating product selection and choice.

Independent Occupational Therapist, Company Director - OT Devon Ltd 2011 - present

Expert Witness – Jacqueline Webb & Co. 1999 - present

- Following a comprehensive assessment and review of extensive medical, therapy, educational and care records, Zoe has prepared numerous detailed care and equipment rehabilitation cost reports quantifying the costs associated with lifelong care, equipment, transport and housing as part of personal injury and clinical negligence claims. These reports are used to assist the court with the valuation of quantum.
- Zoe receives many repeat direct solicitor referrals/requests and recommendations from counsel and has provided a clinical advisor role assisting other experts.

Case Manager – Westcountry Case Management Ltd 2001 - 2018

- Whilst instructed by claimant solicitors or Court of Protection appointed deputies, Zoe case managed many children and young adults during this period including individuals with brain injuries including cerebral palsy, hypoxic brain injury and meningitis, spinal injuries following medical negligence and amputations following meningitis/RTC.
- Zoe supported a young adult with a brain injury to move from a nursing home into his own accommodation providing a comprehensive service sourcing accommodation and providing specialist equipment and managing a 24-hour care package.

Career history - statutory sector

- Senior Occupational Therapist, Children & Young People's Team, Devon Integrated Children's Services 1995 - 2011
- Practice Supervisor, Teignbridge Social Services Directorate 1998 - 1999
- Occupational Therapist/Care Manager, Exeter Children with Disabilities Team, Devon County Council 1995 - 1998
- Occupational Therapist/Care Manager Adult Team & Senior Occupational Therapist, Teignmouth and Dawlish Social Services 1987 - 1995
- Occupational Therapist, Musgrove Park Hospital, Taunton 1986 - 1987

