

# Elaine Miller

Case Manager

Independent Occupational Therapist

## Profile

A highly experienced occupational therapist and case manager, Elaine has worked with clients with a wide-range of injuries and conditions.

She is also an experienced medico-legal expert, providing care and occupational therapy reports for the court.

## Specialisms

- Acquired brain injury
- Trauma and orthopaedics
- Degloving
- Internal injuries
- Amputees
- Oncology and palliative care
- Elder care and falls
- Catastrophic injury
- Working with clients under the Court of Protection
- Specialist seating assessor

## Memberships

- Health and Care Professions Council (HCPC)
- Royal College of Occupational Therapists (RCOT)
- Royal College of Occupational Therapists Specialist Section - Trauma and Musculoskeletal Health
- Case Management Society UK (CMSUK)

## Biography

Since qualifying as an occupational therapist in 1999, Elaine has gained extensive experience in trauma and elective orthopaedics, community rehabilitation, enablement, intermediate care, falls management, acute care, oncology and palliative care and amputees. She enjoyed a long career in the NHS providing services and rehabilitation in clients' homes, day care centres, wards, hospices, clinics and prison environments to ensure their needs were met, often in challenging circumstances.

Elaine has been a case manager since 2019 and in 2023 she won the Case Management Society UK (CMSUK) Catastrophic Injury Case Manager of the Year Award.

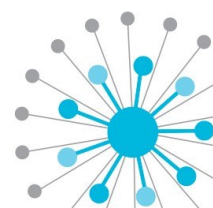
Elaine prefers a functional approach to enable clients to maximise their potential and uses a wide range of clinical tools to assess, plan and monitor treatment. She is able to build strong multi-disciplinary teams to support the client, and has extensive experience of working collaboratively with solicitors, insurers and various statutory, private and charity organisations. She works to high standards of clinical governance, having experience for a number of years as a specialist advisor to the Care Quality Commission (CQC), completing inspections onsite in care homes, acute hospitals, community hospitals and clinics.

Elaine is also committed to new developments that can assist clients in their rehabilitation journey and is a member of the CMSUK Research Panel formed in 2024, and will sit on a judging panel for the CMSUK Case Manager of the Year Awards 2024.

Elaine has previous experience of working with the National Institute for Health and Care Excellence (NICE) as a panel member for the adoption and impact programme.

Elaine has also been involved in the training and teaching of other professionals throughout her career and recently presented at the CMSUK Conference 2024.

Elaine also works as an expert witness providing occupational therapy and care reports for the court.



## Qualifications

- BSc Hons Occupational Therapy, University of Liverpool, 1999

## Contact details

Location: Cheshire

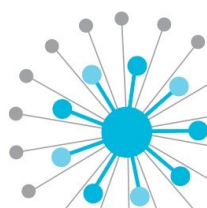
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## Clinical skills and experience

- Extensive experience in working with adults with complex injuries including, cerebral palsy, amputees, polytrauma, oncology, palliative care, internal chronic injuries and falls.
- Knowledge and experience of rehabilitation provided within the medical and legal context, experience of working under both joint and single instructions.
- Proven skills in vocational rehabilitation and returning clients to the work place in roles that are sustainable post-injury.
- Proven skills in returning clients to their pre-injury lifestyle or facilitating an adapted lifestyle to maximise quality of life. Her work with post-stroke patients was featured in the Stroke Association Guide for Good Practice (2002).
- Moving and handling specialist assessor, using equipment to return a client to functional mobility or to provide long term moving and handling needs.
- Facilitation of educational and therapeutic groups, and training provider. Invited expert assessor for Salford University for occupational therapy-led research on moving and handling (2015).
- Assessment of Motor and Process Skills (AMPS) and Canadian Occupational Performance Measure (COPM) trained.
- Assessment of the home environment, liaison with statutory services, housing associations, private landlords with proven ability in minor and major adaptations.
- Specialist seating assessment to enable maximised function from a chair or wheelchair. Accepted abstract for presentation in Seating and Dementia Psychiatric Nursing, Canada (2015).
- Complex equipment assessment to manage those with high dependency needs. Her abstract 'Stairway to Heaven', regarding the use of stairlifts towards end of life care, was accepted at the World Congress Oncology and Palliative Care Conference.
- Able to efficiently manage and run 24-hour direct care packages, as well as co-ordinate agency care provision, personal assistant support and integration between care homes and companionship care. Experienced in transitioning clients to a new home environment.
- Committed to continuing professional development - full details of recent training are available on request.
- Feedback/testimonials are available on request.



## Career history - private sector

- Independent Occupational Therapist & Case Manager, Independence Works Ltd** Jan 2024 - present  
Delivering comprehensive case management and occupational therapy to adults following serious injury with a variety of complex physical and psychological needs.
- Case Manager, Unite Professionals Ltd** 2019 - 2024  
Delivering comprehensive case management to adults following serious injury with a variety of complex physical and psychological needs.
- Independent Occupational Therapist (self-employed)** 2019 - present  
Occupational therapy assessment and intervention for adults with a variety of complex physical and psychological needs.
- Associate Occupational Therapist, Rachel Wilson Ltd** 2023 - present  
Occupational therapist services for adults with a variety of complex physical and psychological needs.
- Care and Occupational Therapy Expert Witness, Jacqueline Webb & Co** 2016 - present  
Assessment of complex and serious injury to provide an expert opinion to the court.
- Group Head Occupational Therapist, New Care Projects Ltd** 2014 - 2015
- Assisting with environmental design of new-build care homes.
  - Establishing enablement model to maximise residents' lifestyle choices and opportunities to retain independence.
  - Training and managing the activities teams across the group.
  - Providing specialist equipment and training.
- Specialist Advisor, Care Quality Commission (CQC)** 2015 - 2023
- Providing specialist advice during inspections and analysing incidents to provide an opinion for safeguarding and serious harm.

## Career history - statutory sector

- Occupational Therapy Clinical Lead, Trauma & Orthopaedics, Warrington & Halton NHS Trust** 2015 - 2019
- Complex orthopaedic injury rehabilitation
  - Complex discharge planning
  - Management of hip replacement joint school
  - Clinical leadership for the team
- Band 7 posts, Bridgewater Community NHS Trust:** 2002 - 2014
- Advanced Clinical Lead Occupational Therapist, Community Rehabilitation Team (2002 - 2004)
  - Clinical Lead Oncology and Palliative Care Occupational Therapist - secondment (2004 - 2009)
  - Band 7, Weekend Bank, Occupational Therapist, Intermediate Care and Rapid Response (2005 - 2007)
  - Advanced Occupational Therapist, Falls and Rehabilitation Team (2009 - 2014)
- Rotational OT Post, Warrington Social Services, Enablement Team** 2001 - 2002
- Elderly care, acute medicine, joint assessment and discharge service.
  - Enabling rehabilitation, return to work and day centre lifestyle education groups.
- Basic Grade OT, Salford Royal Hospital** 1999 - 2001

