

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.

She is registered with the Institute of Case Managers (IRCM).

Specialisms

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

Ages covered

- Adult
- Paediatric

Biography

Zoe graduated in occupational therapy in 1986 and has extensive clinical experience of working with children and adults across the NHS and independent practice, combining the roles of OT, case manager and expert witness.

Zoe 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, educational or workplace environments, and, wherever possible supports them to return to their pre-injury hobbies, interests, and occupations/school/work. This often also includes supporting family members and helping all those involved to adjust to their change in circumstances.

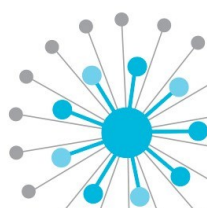
Zoe has extensive experience of assessment, report writing, goal setting and a comprehensive understanding of statutory services obligations regarding assessment and service provision.

Zoe regularly supplements statutory provision by commissioning and then monitoring/reviewing care/rehabilitation packages.

Having previously 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 multi disciplinary, trans-disciplinary care/rehabilitation environment.

Through her work, Zoe has 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 worked as an expert witness for Jacqueline Webb & Co since 1999 and has prepared numerous care and 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

Registrations & memberships

- Health and Care Professions Council (HCPC)
- Institute of Registered Case Managers (IRCM)
- Jersey Care Commission
- Royal College of Occupational Therapists (RCOT)
- RCOT Practice Networks - Children, Young People and Families, Neurological Practice, Work and Health and Social Care.
- British Association of Brain Injury & Complex Case Management (BABICM)
- Case Management Society UK (CMSUK)

Contact details

Location:

Exeter, Devon

Tel:

07973 886759

Email:

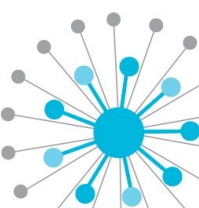
Zoe.panter@independenceworks.net

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 of working with children and adults with complex injuries, including acquired and traumatic brain injury, spinal and orthopaedic injuries, complex fractures, amputees, psychological and complex behavioural challenges.
- Experience as a treating OT with a client-centred approach, skilled in assessing needs, establishing rehabilitation priorities, working collaboratively to set clear, measurable SMART goals tailored to clients' individual needs to ensure outcome-focused case progression.
- Comprehensive current knowledge of specialist equipment and environmental adaptations 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.
- Occupational Therapist and Case Manager, Stanley Smith Case Management Limited** 2020 - present
- Working with award winning case management company (SSCM Ltd) and enjoying the opportunity of working with case managers from other professions.
- Independent Occupational Therapist, Company Director - OT Devon Ltd** 2011 - present
- Undertaking independent occupational therapy assessments.
- Expert Witness – Jacqueline Webb & Co.** 1999 - present
- Following a comprehensive assessment and review of extensive medical, therapy, educational and care-records, 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.
 - Receives many repeat direct solicitor referrals/requests and recommendations from counsel and has provided a clinical advisor role assisting other experts.
- Independent Occupational Therapist, Company Director - OT 4 Children Ltd** 2016 - 2022
- Worked on two separate major 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.
- Case Manager – Westcountry Case Management Ltd** 2001 - 2018
- Whilst instructed by claimant solicitors or Court of Protection appointed deputies, case managed many children and young adults, including individuals with brain injuries (including cerebral palsy, hypoxic brain injury and meningitis), spinal injuries following medical negligence and amputations following meningitis/RTC.
 - 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

