



# Rachel Wilson

**Independent Case Manager  
High Weald Rehabilitation Ltd**

**Physiotherapist and Posture & Seating Specialist**

**cm@highwealdrehab.co.uk**



High Weald Rehabilitation

## Adults

### Specialisms

Brain Injury,  
Spinal Injury,  
Complex Polytrauma,  
Complex Orthopaedic,  
Posture and Seating  
Specialist.

### Experience of:

Challenging Behaviour,  
Disorders of  
Consciousness,  
Mental Health  
Management,  
Substance Abuse.



The  
Case Management  
Community



[www.hcpc-uk.org](http://www.hcpc-uk.org)



**REGISTRANT**

## Profile

Rachel is compassionate, knowledgeable, and diligent. She is an award-winning case manager whose practice is driven by the need to empower her clients to achieve their maximum potential.

A physiotherapist with over 25 years' experience, Rachel repeatedly demonstrates a high level of skill in supporting clients and their families who have suffered life changing injuries as a result of catastrophic or severe physical and psychological trauma.

She is experienced in managing a wide range of conditions including brain and spinal cord injury, complex orthopaedic/polytrauma as well as post traumatic symptoms often affecting mental health and behaviour. Rachel has extensive knowledge of acute, community and statutory services and for ten years managed a residential and outpatient service for adults with complex physical disability.

Rachel prides herself on her friendly empathic approach which enables her to build solid relationships with her clients based on respect and mutual trust. She is a skilled communicator and proactive problem solver who delivers goal orientated, evidence-based reports that are both thorough and insightful.



Rachel works from a strong evidence base and sound professional judgement which provides her with the tools to work collaboratively with other practitioners, ensuring the best options for her clients at all times.

She has an in depth understanding of the litigation process and her role as case manager within this. Rachel works well under pressure especially where there may be budgetary constraints.

## 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** South East England

<b>Professional Memberships</b>  Member of MTSP Code of Conduct	Health & Care Professions Council (Reg: PH49291) Advanced Member, British Association of Brain Injury and Complex Case Management (Reg: 7122) Case Management Society UK (Reg: 15-1425-CM) Registered with the Major Trauma Signposting Partnership (MTSP) Code of Conduct and the Sussex Acquired Brain Injury Forum Registered with the Institute of Registered Case Managers (IRCM) (Reg: RCM1942)
<b>CQC Registration Status</b> 	3HUB Ltd is Registered with CQC 21/03/2024 <a href="#">Click here for CQC registration</a> ; 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.
<b>Qualifications</b>	BSc (Hons) Physiotherapy, University of Brighton (1995) PG Cert Posture Management, Oxford Brooks University (2012)
<b>Continuous Professional Development</b>	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.
<b>Professional Liability Insurance Policy</b>	Professional Indemnity Cover: up to £6million per claim Public Liability Cover: up to £6million per claim Policy details available on request.
<b>GDPR compliant</b>	Current ICO certificate available on request. Data Controller: Rachel Wilson
<b>Enhanced DBS Certificate &amp; Update Service</b>	Full, clear enhanced Disclosure and Barring Service (DBS) certificate currently in place & update service details available on request.
<b>Key Policies</b>	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.