



Kristy Dickinson

Case Manager & Registered General Nurse

Professional Qualifications:

Registered General Nurse – Foresterhill College of Nursing and Midwifery (1990)

Professional Memberships:

Advanced Registered Practitioner, British Association of Brain Injury Case Managers (BABICM)

Case Management Society of UK (CMSUK)

Institute of Registered Case Managers (IRCM)

The Nursing and Midwifery Council (NMC)

The Royal College of Nursing (RCN)

Personal Profile:

Kirsty is a Registered General Nurse with extensive post-qualification experience. Kirsty trained at Aberdeen Royal Infirmary, where she practised general nursing. Following this, she held a variety of nursing positions both in acute and rehabilitation settings.

In 2001, Kirsty entered the field of case management, working for the government accident compensation scheme in New Zealand. She managed a serious injury portfolio of clients who had sustained severe brain injuries, spinal injuries, serious trauma, burns and child abuse cases.

During 2004, Kirsty managed work injury claims for several prominent New Zealand companies. She provided vocational rehabilitation, which facilitated post-injury recovery back to independence. In 2005, Kirsty received an Outstanding Service Quality in Case Management award.

Kirsty later became a Service Delivery Manager. She managed a team of Case Managers, business relationships and account management for large companies in the lower North Island and South Island, New Zealand.

Kirsty returned to the UK in 2007 and has continued to work as a Case Manager for adults and adolescents with traumatic and acquired brain injuries, spinal injury and polytrauma injuries. She is also experienced in the management of adolescents and adults who have cerebral palsy.

Her clinical experience includes:

- Traumatic and acquired brain injury, including severe cognitive impairment and challenging behaviour
- Minimally responsive clients with brain injury
- Physical disability, including spinal cord injury, complex orthopaedic injuries and pain management
- Cerebral palsy
- Mental health issues, including depression, anxiety, and substance abuse.

Kirsty undertakes Initial Needs Assessments on a joint or single instruction basis. She provides a comprehensive case management service, implementing and coordinating rehabilitation to meet the injury-related needs of the client.

In 2024, a complex Case Management case that Kirsty managed was the winner of Personal Injury Case of The Year at the annual Personal Injury Awards.

Awarded Registered Advanced Case Manager status by BABICM on 17 November 2025, recognising advanced expertise and professional competence.

Professional Work Summary:

- Positive Case Management, Case Manager, 2024 - Present
- Green Owl Therapy, Senior Case Manager, 2018 – Present
- Jacqueline Webb & Co, Care Expert, 2017 - 2019
- Bush & Company Rehabilitation, Senior Case Manager, 2010-2018
- AKA Case Management, Senior Case Manager, 2007-2010
- Catalyst Risk Management (CRM), Service Delivery Manager, ACC Partnership Programme, 2006-2007
- Southern Cross Hospitals, Care Manager, 2004-2006
- Accident Compensation Corporation (ACC), Case Manager, Serious Injury Team, 2001-2004
- Northshore Hospital and UK Hospitals, Registered General Nurse, 1990-2001

Continued Professional Development, including but not limited to:

- Mandatory and Statutory Training, CSTF, Birmingham, 31 October 2025

- Collaboration in Rehabilitation Annual Conference, 16 October 2025
 - Included Not Isolated, Headway Conference, Lincoln, 14 October 2025
 - When Worlds Collide, BABICM Conference, London, 7 October 2025
 - Welfare Matters Webinars, EMG, CMSUK, 25 September and 2 October 2025
 - HCC Annual Conference, 10 September 2025
 - Mind Management Skills for Life Course, (16 hours CPD) Prof. Steve Peters, Chimp Management, 22 February 2024
 - Making Ourselves Heard, Headway Conference, Lincoln, 15 October 2024
 - The Mental Capacity Review Conference, Switalskis, 17 October 2024
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