



# Jackie Chappel

## Occupational Therapist & Case Manager

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### **Professional Qualifications:**

BSc (Hons) Occupational Therapy

(HCPC registered OT36139)

Advanced Member of the British Association of Brain Injury Case Managers (BABICM)

Registered Case Manager with the Institute of Registered Case Managers (IRCM)

Motivational Interviewing (Level 1)

Bond Solon Expert Witness Report Writing Training

Ongoing specialist training in catastrophic injury rehabilitation, case management and expert witness practice

### **Professional Memberships:**

Health and Care Professions Council (HCPC) – Occupational Therapist Registration No. OT36139

Royal College of Occupational Therapists (RCOT)

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

Registered Case Manager, Institute of Registered Case Managers (IRCM)

Director and Trustee, Case Management Society UK (CMSUK)

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### **Personal Profile:**

Jackie Chappel is an Occupational Therapist and Case Manager with over 20 years of clinical experience and over 18 years of experience working within the case management sector. She specialises in the assessment, coordination and delivery of rehabilitation for children, young people and adults who have sustained catastrophic injuries, including acquired brain injury, spinal cord injury, birth injury, amputations, polytrauma and complex orthopaedic injuries.

Jackie is the Founder and Director of Positive OT & Case Management Ltd, an independent clinician-led Occupational Therapy and Case Management company established in 2017. Alongside her

leadership responsibilities, she continues to maintain an active clinical caseload, providing case management and occupational therapy services to clients with complex rehabilitation needs.

Jackie is widely recognised for her practical, collaborative and person-centred approach to rehabilitation. She has extensive experience coordinating multidisciplinary rehabilitation programmes, recruiting and managing support teams, facilitating complex discharge planning and supporting clients and families to maximise independence, quality of life and long-term outcomes.

She is committed to the continued development of the case management profession and currently serves as a Director and Trustee of the Case Management Society UK (CMSUK). Jackie is also an Advanced Member of the British Association of Brain Injury Case Managers (BABICM) and a Registered Case Manager with the Institute of Registered Case Managers (IRCM).

In addition to her clinical work, Jackie has extensive experience supporting the development of case managers through supervision, mentoring, training and professional development initiatives. She is passionate about creating opportunities for the next generation of rehabilitation professionals and regularly supports students, apprentices and individuals entering the profession.

### **Core Case Management Skills:**

#### Rehabilitation and Clinical Management

- Immediate Needs Assessments
- Rehabilitation Needs Assessments
- Coordination of multidisciplinary rehabilitation programmes
- Brain injury rehabilitation
- Spinal cord injury rehabilitation
- Birth injury and cerebral palsy case management
- Polytrauma and complex orthopaedic rehabilitation
- Vocational rehabilitation and return-to-work planning
- Education support and EHCP liaison
- Goal setting, outcome measurement and rehabilitation planning
- Complex discharge planning

#### Case Management Practice

- Adult and paediatric case management

- Recruitment and management of support worker teams
- Development and implementation of support plans
- Risk assessment and risk management
- Safeguarding adults and children
- Mental Capacity Act assessments and Best Interests processes
- Court of Protection and deputyship liaison
- Personal Health Budgets and Direct Payment management
- Continuing Healthcare and statutory funding liaison
- Family support and advocacy

#### Occupational Therapy Expertise

- Functional assessment and intervention
- Housing adaptation assessments
- Accessible property identification and adaptation projects
- Specialist equipment prescription
- Seating and postural management assessments
- Wheelchair assessments
- Vehicle adaptation assessments
- Environmental assessment and accessibility planning

#### Leadership and Governance

- Clinical leadership and service development
- Support, supervision and mentoring of case managers
- Quality assurance and clinical governance
- Recruitment and workforce development
- Training delivery and professional development
- CQC compliance and service management
- Business leadership and strategic development

## **Client Groups:**

Jackie has extensive experience supporting:

- Children with birth injury and cerebral palsy
- Children and adults with acquired brain injury
- Children and adults with spinal cord injury
- Polytrauma and multiple injury presentations
- Complex orthopaedic injuries
- Amputees
- Clients with challenging behaviour
- Clients with cognitive and executive functioning difficulties
- Clients with complex family and social circumstances
- Individuals requiring long-term support and rehabilitation

## **Leadership and Contribution to the Profession:**

- Director and Trustee of CMSUK.
- Founder and Director of Positive OT & Case Management Ltd.
- Leads a multidisciplinary team of Occupational Therapists, Case Managers and support staff.
- Regular mentor and supervisor to case managers and rehabilitation professionals.
- Passionate advocate for professional development within the case management sector.
- Supports occupational therapy students, apprentices and individuals entering the profession through work experience, mentoring and structured development opportunities.
- Co-organiser of the annual Collaboration in Rehabilitation Conference, bringing together professionals across the rehabilitation sector to promote collaboration, learning and best practice.
- Committed to raising standards and supporting the future growth of the case management profession.

## Professional Work Summary:

Dates	Organisation	Position
2017 – Present	Positive OT & Case Management Ltd	Director, Occupational Therapist & Case Manager
2018 – 2019	STEPS Rehabilitation Ltd	Consultant Occupational Therapist
2017 – 2020	Jacqueline Webb Ltd	Care and Occupational Therapy Expert
2016 – 2017	Enable Therapy Services Ltd	Senior Occupational Therapist / Clinical Coordinator
2014 – 2016	Bush & Company Rehabilitation	Operations Manager
2010 – 2014	Independent Living Solutions	Paediatric & Young Adult Occupational Therapist, Case Manager, Mentor & OT Coordinator
2004 – 2012	Bradford Metropolitan District Council	Senior Practitioner Occupational Therapist
2003 – 2004	Bradford Teaching Hospitals NHS Trust	Rotational Occupational Therapist
2003	Leeds Community Mental Health Trust	Rotational Occupational Therapist

## Continued Professional Development including but not limited to:

Jackie maintains an active programme of continuing professional development and regularly attends professional conferences, training events and specialist workshops relevant to case management, occupational therapy and catastrophic injury rehabilitation.

This includes attendance at:

- CMSUK Annual Conference
- BABICM Annual Conference

- Specialist catastrophic injury and rehabilitation training
  - Expert witness training
  - Clinical governance and leadership training
  - Ongoing professional development relating to case management practice and rehabilitation
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## Contact Details:

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