

Profile: Wendy Richardson – Associate Case Manager, Wolverhampton



Wendy is based in the West Midlands and gained her Registered Nursing Qualification in 1998.

In recent years Wendy has worked as Lead Nurse for Shropshire Clinical Commissioning Group. This role included negotiation and monitoring of CHC funded placements and ensuring the highest quality of care.

Wendy is an experienced hospital and community Nurse with invaluable expertise working with clients who have complex long term conditions and their families.

She has particular experience at sourcing and managing large care packages for clients who have sustained enduring injuries, including acquired brain injury, spinal cord injury and is accustomed to working with a multi-disciplinary team of professionals across the statutory and private sectors. Wendy has experience of working with both adults and children with complex healthcare needs.

Wendy is also a skilled manager, with expertise in the management, supervision and training of support staff.

Wendy's professional drive in her role as case manager is to work with clients to ensure they receive effective rehabilitation and support to achieve their health, care and social goals.

Wendy keenly adopts a person centred approach placing the client at the centre of all decision making with due regard to the Mental Capacity Act.

Wendy also has experience of ensuring and improving quality standards of services and uses this experience to ensure clients have optimum standards of care.

Wendy will be supported by the AJCM team including administrative support, Assistant Case Managers, and Registered Manager. This ensures that our clients are supported by a team and can expect an excellent standard of service at all times.

Case management is a process devoted to the coordination, rehabilitation, care and support of people with complex, clinical needs. It aims to facilitate their independence and improve their quality of life whilst acknowledging safety issues. (British Association of Brain Injury Case Managers)

✓ Royal College of Nursing

✓ Nursing and Midwifery Council

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