

Jo Forrest

BSc (Hons) Physiotherapy

e-mail: jf@benholden.net



Position – Senior Associate Case Manager

Based near Cambridge

Professional Registration & Memberships

- British Association of Brain Injury Case Managers (BABICM) – **Advanced Membership No. 0598**
- Health and Care Professions Council (HCPC) – **Registration No. PH49340**
- CMSUK – **Membership No 17-3502-CM**
- Chartered Society of Physiotherapy (CSP) - **Membership No. 055525**



Skills & Experience Summary

Jo is an experienced physiotherapist and senior case manager, with over 14 years' experience as a case manager, including roles as clinical team lead of a team of adult case managers. Predominantly Jo's case management experience is working with adult clients providing bespoke case management for those with a variety of conditions including brain injury, spinal injury, poly trauma and other complex disabilities.

After graduating from Brunel University College in 1995, Jo worked in a variety of hospital and community settings, before specialising in neurology and neurological rehabilitation, initially at Rivermead Rehabilitation Centre in Oxford, where she specialised in complex neuro-disability and rehabilitation; then in the community in East Cambridgeshire, working with a wide range of neurology clients in a wide range of settings. She worked for the Brain Injury Rehabilitation Trust (BIRT) between 2005 and 2011 in a residential neuro-behavioural rehabilitation unit specialising in working with clients with acquired brain injuries where she managed the physiotherapy service, worked as part of the senior clinical and management team, in addition to having a full clinical case load.

Jo's case management career to date has continued to build upon her passion for neurological rehabilitation and she is committed to ensuring that all areas of need are addressed and co-ordinated. Jo has highly developed specialist clinical and managerial skills in the areas management assessment and from this in supporting clients and their

families to identify realistic goals and researching resources to achieve those goals. Jo has a particular interest in working with clients who have complex physical, cognitive and behavioural consequences post brain injury, clients with extensive poly-trauma and those who have further rehabilitation needs. She has experience of managing large 24-hour care teams and large housing adaptation projects and is also experienced in working with amputees in both the acute hospital and rehabilitation settings and is therefore well placed to support from a case management perspective.

Jo is an advanced member of BABICM and a member of CMSUK, and Jo was awarded CMSUK's Catastrophic Case Manager of the Year award in 2019.

Continuous Professional Development (CPD)

To maintain high standards of service by our team members, Ben Holden Ltd provides regular in-house training and attendance of annual statutory and mandatory refreshers. As part of CPD, members regularly attend external events/courses and maintain a personal CPD Folder. All staff are subject to regular supervision and mentoring sessions.

Employment History

2022 - Present

Ben Holden Ltd

Senior Associate Case Manager

September 2011 - June 2022

Anglia Case Management Ltd

2018 - 2022 Clinical Team Lead - Adult Services

2018 - 2018 Acting Clinical Team Lead - Adult Services

2017 - 2018 Senior Case Manager

2011 - 2017 Case Manager

2005 - 2011

Cambridgeshire Primary Care Trust

Band 7 Physiotherapist, Fen House, Brain Injury Rehabilitation Trust, Ely

2003 - 2005

Community Neurology Team, East Cambs & Fenland PCT, Ely

Band 7 Physiotherapist

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2001 - 2003

Newbury And Community NHS PCT, Newbury

Senior I Physiotherapist, Sandleford Hospital Rehabilitation Unit, Newbury

March 1999 - 2001

Nuffield Orthopaedic Centre NHS Trust

Senior II Physiotherapist, Rivermead Rehabilitation Unit, Oxford

September 1995 - March 1999

Portsmouth Healthcare NHS Trust

Senior II Physiotherapist (1997 - March 1999)

Basic Grade Physiotherapist (Sept 1995 - 1997)

Personal Summary

Outside of work Jo enjoys exercise including Pilates and Kettlebell classes, walking her dog and she runs regularly. She enjoys the cinema and spending time with her family and friends.

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