

Lisa Goudy

BSc (Hons) Occupational Therapy

e-mail: lg@benholden.net



Position

Senior Case Manager and Clinical Governance Lead

Based near Stowmarket, Suffolk

Professional Registration & Memberships

- Advanced Member of the British Association of Brain Injury Case Managers (BABICM) – **Membership No. 1092**
- Health and Care Professions Council (HCPC) – **Registration No. OT24576**
- Royal College of Occupational Therapists (RCOT)



Skills & Experience Summary

Lisa is an experienced Occupational Therapist and Case Manager with an extensive career spanning clinical practice and senior management roles in both NHS and private sector services since qualifying in 1995. She has substantial experience managing complex caseloads across a wide range of clinical pathways, including neurorehabilitation (traumatic brain injury, disorders of consciousness, spinal injury, and progressive neurological conditions), orthopaedic and trauma rehabilitation, psychiatry, neurodevelopmental services, and palliative care.

Throughout her career, Lisa has delivered comprehensive functional assessments, goal-focused rehabilitation programmes, and complex discharge planning, including specialist equipment provision and the development of tailored care packages to support safe and effective transitions home.

In the NHS, Lisa held senior clinical responsibilities, providing leadership, supervision, and service development. She was the OT Clinical Lead for the Stroke Unit at Finchley Memorial Hospital in London and provided specialist rehabilitation support at Potters Bar Community Hospital. She also completed the Certificate and Diploma in Management Studies (DMS) at Barnet College, along with the D32/D33 NVQ Assessor Awards, assessing Levels 2 and 3 healthcare students.

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In 2003, Lisa moved into case management with a London-based rehabilitation and case management company, assuming the lead Occupational Therapy role. In addition to managing complex cases nationwide, she provided clinical support to fellow case managers, maintained stakeholder relationships, and led sales and marketing activities. Following a career break to raise her family, she joined Ben Holden Ltd in 2015, resuming practice as a specialist case manager.

Lisa continues to manage a complex caseload under both single and joint instruction during litigation and post-settlement working with Court of Protection teams. She has extensive experience providing Immediate Needs Assessments, designing and overseeing goal-driven multidisciplinary rehabilitation programmes, and directly recruiting, coordinating, and supervising teams of care and support staff.

Lisa is a valued member of the senior clinical management team and is the Clinical Governance lead at Ben Holden Ltd. She provides oversight of the quality of the provision at Ben Holden Ltd, clinical mentorship, contributes to internal training programmes, and has presented as a guest speaker at conferences. She became an Advanced Practitioner with BABICM in April 2024 and is a registered member with IRCM.

Alongside her role at Ben Holden Ltd, Lisa also provides medico-legal reports in the areas of Care, Occupational Therapy, and Equipment.

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

September 2015 – Current

Senior Case Manager – Occupational Therapist
Ben Holden Ltd

June 2007 – September 2015

Career break to have a family

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December 2002 – June 2007

Kynixa Ltd –Independent Rehabilitation and Case Management Provider, Ealing London

Occupational Therapist and Senior Case Manager

August 1997 – December 2002

Barnet NHS Trust, London – Incorporating Edgware Community Hospital, Finchley Memorial Hospital and Potters bar Community Hospital

Senior II then Senior I Occupational Therapist – Psychiatry, Neuro Rehab (Stroke), Orthopaedics, General Medicine

September 1995 – August 1997

Salisbury District Hospital, Salisbury, Wiltshire

Occupational Therapist - Neuro Rehab (ABI) Spinal Injury, Burns and Plastics

Other Memberships

- Eastern Region Brain Injury Forum (ERBIF)

Personal Summary

In her spare time Lisa enjoys socialising, strength training, and being outdoors, either riding her horse, Smurf or walking the family labrador, Jake.

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