

# Kirsten Taylor-Brown

BSc (Hons) Physiotherapy

e-mail: [ktb@benholden.net](mailto:ktb@benholden.net)



## Position

Case Manager and Moving & Handling Service Lead

Based near Newmarket, Suffolk

## Professional Registration & Memberships

- Member of the National Back Exchange (NBE) and East Anglian Region Division
- Member of the British Association of Brain Injury Case Managers (BABICM) – **Membership No. 7393**
- Health and Care Professions Council (HCPC) – **Registration No. PH113459**
- Chartered Society of Physiotherapy (CSP) – **Membership No. 102431**



## Skills & Experience Summary

Kirsten is a skilled and experienced physiotherapist and case manager. Her experience has largely been built around providing bespoke services for young people and adults with complex neurological conditions, including Cerebral Palsy and Traumatic Brain Injuries, in both settled and unsettled cases.

Kirsten also has experience in providing case management for clients with a variety of other needs, from people with orthopaedic injuries to those with minimal cognitive needs, who require a light-touch approach.

Kirsten began her career in healthcare working as a support worker. She then studied Physiotherapy at the University of East Anglia, where she achieved a First Class Honours Degree and received grants for high performance.

After graduating, Kirsten worked at Addenbrooke's Hospital as a rotational physiotherapist. After building experience and skills in the various departments in Addenbrooke's, Kirsten specialised in working in the community with young people and adults with complex neurological and genetic conditions alongside profound and multiple learning disabilities.

Kirsten single-handedly developed and delivered the physiotherapy service at a residential service for young people with neurological disabilities and began building her experience in training support staff and line-managing therapy staff. She also has qualifications and experience in developing and delivering care-based training to support

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staff and families, including moving and handling training, and training in undertaking delegated physiotherapy tasks.

Kirsten has an excellent working knowledge of specialist equipment and services often required by people with complex physical needs, brain injuries and learning disabilities, and she has experience in developing and managing care packages.

She is passionate about achieving the optimal quality of life for people with the most complex cognitive and physical presentations through setting meaningful goals with an inter-disciplinary team, and is known for her personal and friendly approach as well as her efficiency and thorough risk management and planning.

Kirsten has over 15 years' experience in moving and handling clients in a professional capacity, and has been a qualified moving and handling trainer for six of those. As a neurophysiotherapist, she is passionate about making sure people can move, or are handled, with the utmost care and dignity. Her experience ranges from providing light support to optimise movement, to providing full support to people with significant and complex health and movement needs, using a range of equipment.

She frequently undertakes CPD to increase her knowledge and skills in handling techniques for clients with complex needs and enjoys delivering training to family and support workers alike, improving awareness of how important good handling techniques are to the person's quality of life. She is an active member of the National Back Exchange and leads BHL's Moving and Handling Service.

Another area in which Kirsten is skilled is vocational rehabilitation. She has supported many clients to return to meaningful occupation after injury, whether that's a return to work through retraining, securing reasonable adjustments to return to a pre-injury role, or a return to activities of leisure and social roles with appropriate adaptations. Kirsten is able to undertake assessments to identify need and then create plans and goals with the client to support them on their journey through vocational rehabilitation.

## 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.

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## Disclosure & Barring Service (DBS) – Enhanced Certificate

To remain up to date and enable regular annual rechecks our team members are all registered with the online Update Service

## Employment History

### October 2023 – Present

**Ben Holden Ltd**

Associate Case Manager, and Moving & Handling Service Lead

### January 2021 – September 2023

**Anglia Case Management Ltd**

Case Manager

### November 2018 – December 2021

**The Aurora Group**

Physiotherapist

### July 2017 – November 2018

**Cambridge University Hospital**

Physiotherapist

### July 2011 – April 2017

Various roles as a support worker before and during university training

## Personal Summary

Kirsten has a range of hobbies and interests from anthropology, pottery, hiking, antiques, running, weightlifting and swimming, to house plants, live music and crochet. She enjoys socialising, and cooking with her husband. Kirsten has two spoilt Cavapoos and a rescue cat.

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