



CONFERENCE: RE-DRAWING IDENTITY

HELP ME FEEL DIFFERENT,
DON'T CHANGE WHO I AM



LEEDS CONSERVATOIRE,
3 QUARRY HILL, LEEDS LS2 7PD



8.15-9.20AM REGISTRATION
9.20AM PROMPT START



THURSDAY 27TH APRIL 2023

16.15PM FINISH



[#ReDrawingIdentity](#)

Slido Access Code: #1572590

Headline Sponsor:





We were delighted to discover Leeds Conservatoire, which is the venue for our conference this year. The location, team and building share an ethos of creativity, learning and developing people – something that matches our values, and so the synergies were evident from our first visit.

The Conservatoire opened in 1965 as Leeds Music Centre, providing a Light Music course with a significant focus on Jazz before they became Leeds College of Music in 1993 and launched the first Jazz degree in Europe, and in 2004, the first UK conservatoire to offer Popular Music and Music Production.

Leeds Conservatoire provides music and performing arts education and training for musicians, producers and entrepreneurs, situated in Leeds cultural quarter and neighbours with the BBC and Leeds Playhouse. The venue also hosts performances, conferences and events throughout the year. We are really pleased that you can join us here today in the surroundings of their performance space and roof top bar where you can find our curated exhibition of specialist services and providers in our sector.

We want to thank Leeds Conservatoire for their spirit of co- production which they have shared with us in planning, developing and producing this event, their shared enthusiasm and help of their team to make today's event a success - a conference to remember.



A WARM SOCIAL RETURN WELCOME TO A CONFERENCE WITH A DIFFERENCE...

In many of my roles over the past 30+ years I have been involved in creating and running educational and training events - particularly conferences . Over time these experiences and the feedback from them have shaped my experience and thinking about what makes an engaging, useful and memorable event. I have secretly harbored the desire to run 'a conference with a difference' and so I pitched this to my team last year. Today is the result of what then transpired and perhaps the start of a series of events...



We have brought together a group of presenters whose approaches, experience and ideas excite us. We are very grateful to our presenters, who have given their time to collaborate with us as a group, this resulted in the development of the theme for today of identity and the challenge to identity that comes when the continuity of the 'who I am' story is abruptly interrupted, fractured by a catastrophic event that forever changes the story, whether through pain, trauma, loss of function, severe psychological distress, or in the case of acquired brain injury, damage to the very mechanisms which generate the sense of self in the first place.

Our presenters today will explore the fundamental tension embedded in the challenge to identity that a catastrophic event can bring, and the desire to move forward without losing the sense of self.

We will consider the role of the professional team, collaborative practices, new approaches, experiential learning and opportunities for change as we deepen our understanding of what is needed by those we support who are seeking to re-draw their own identities.

As we delve into today's topic we will be accompanied by the artist Graham Ogilvie, who will create 'a conference in pictures' capturing the themes, key messages and talking points of the day which you will have the opportunity to view later in the day. We plan to do more with the 10 most popular of these pictures as voted on by you today.

As a delegate at this conference you will also have access over the next few months to a range of extra content connected to our topic today. This is designed to further support you in your work and to offer the opportunity to add to your learning from today.

We have one or two other creative influences today and some fabulous props that you can take your pictures with during the breaks and splash over social media or just send to your team, friends or family. Our professional photographer will be on hand taking photographs, which we will share with you after today. If you want a team photo or a snap of yourself with a long-lost colleague, catch him as he circulates (and if you do not wish to have your photo taken just let him know).

Out in the bar area we have a number of exhibitors who are supporting this event. They have been carefully selected to reflect the work and interests of our audience. Our lunch, refreshments and lanyard sponsors all have a presence here today with delegates in the audience, so do look out for them as you network with one another. A special thank you goes to our Headline sponsor - Perspective Financial Group - they have been exceptionally supportive and great to work with as we have created this event.

I hope each and every one of you has an enjoyable and worthwhile day. I hope we fulfill the brief of an engaging and interesting conference and that you will want us to do another next year. Have fun!

Vicki Gilman
Social Return Case Management Ltd



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INTERACTING THROUGHOUT THE DAY - JOIN IN WITH THE CONVERSATION

We hope you will keep your mobile phone switched on (on silent) during the conference so that you can engage with us and further the discussion on various platforms:

We will be using 'Slido', giving you the opportunity to ask questions throughout the day.

Your questions will be posed to the presenters in the panel session, so that discussion can be held around the points that you, the audience, raise.

To access Slido: Either scan the QR code or open the web browser on your mobile phone and go to Slido.com Enter the event code #1572590

We also encourage you to access Twitter to share insights, thoughts and key messages of the day. The hashtag for the event is #ReDrawingIdentity and some useful handles are listed below:

Social Return Case Management	@SocialReturnCM
Perspective Financial Group	@PerspectiveFGL
Leeds Conservatoire	@LeedsMusicDrama
Vicki Gilman	@vickigilman
James Piercy	@thepiercy
Dr Graham Flaherty-Jones	@G_FlahertyJones
Dr Melanie Lee	@TrustPsychMel
Lucy Fallon	@LucyFallonAriya
Matthew Nakonesky	@MNakonesky



GREETINGS FROM TODAY'S MAIN SPONSOR - PERSPECTIVE FINANCE GROUP

We have great pride in sponsoring and speaking at Social Return's innovative 'Re-Drawing Identity' Conference.

Perspective has been built upon a culture of putting clients at the heart of our decision-making process to ensure that we always deliver good client outcomes.

We always aim to understand how it would feel to be in our clients' shoes first and foremost. Any client's individual sense of identity shapes how they, with appropriate support, use the financial resources available to them to promote and balance their happiness and wellbeing now and into the future. In our experience, it can be the decisions about the smaller things that money is spent on that have the greatest impact on happiness.

Financial decisions are of huge importance when advising people who have suffered serious injury to ensure we deliver 'help me feel different, don't change who I am.' Our expertise means our clients have confidence in knowing that their needs and wants can be flexed to give them the life they want to lead, and that the future impact of present decisions is better understood.

We have advised hundreds of recipients of large damages awards in high value personal injury and medical negligence cases, working closely with clients and their families, Deputies, lawyers, case managers, specialist accountants, trustees and other members of their support team. This conference is an opportunity for us to share our knowledge and meet other professionals involved.

We provide a dedicated service from our 28 offices with over 100 specialist expert financial planners. Thom Harrison, one of the speakers at this conference, leads our work in this area from our office in Warrington. If you would like us to help a client you are involved with, please contact me, Thom Harrison or Charles Penn.

Ian Wilkinson
Chief Executive Officer
Perspective Financial Group Ltd



NETWORKING AND REFRESHMENTS... SPONSORED BY CFG LAW

Tips to help with networking:

We gave the much talked about AI chatbot ChatGPT some information on this event and asked it to suggest some tips for those who tend to shy away from or are new to networking. This is what it came up with - we hope you find these tips useful....

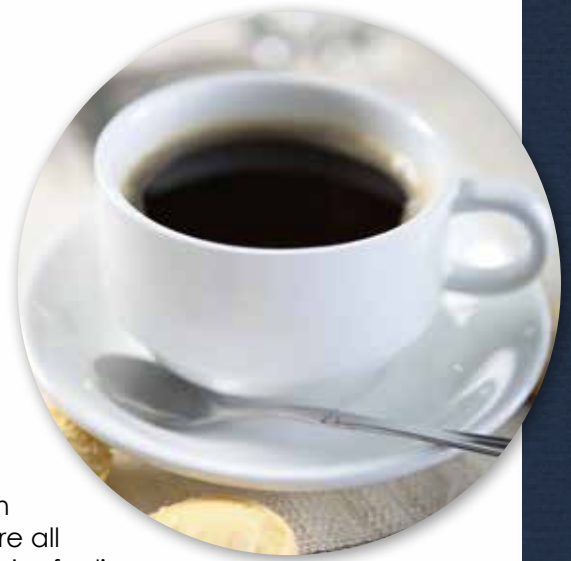
Networking at events can be a daunting experience, especially if you're not naturally outgoing. However, it's important to remember that networking is simply having conversations with people who want the same thing, and there are many ways to make this easier and more enjoyable.

Firstly, don't worry if you're not the most confident person in the room - many people feel the same way, and you're all there to meet new people and make connections. If you're feeling nervous, try to focus on the positive outcomes of networking, such as connecting with like minded colleagues, helpful new connections or finding new opportunities. Don't forget networking isn't just with new people, but also with those you may already have met virtually or in person.

When approaching someone to start a conversation, a simple introduction and a smile can go a long way. Ask them about their job, their interests or the event itself, and listen carefully to their responses. This will help you find common ground and build a rapport.

Another tip is to be open and approachable. Don't stand in the corner of the room or bury yourself in your phone - instead, make eye contact with people and be receptive to their body language. If you're struggling to find someone to talk to, look for groups of people who seem to be having a good chat, visit exhibition stands, take a look at the conference artwork or snap a selfie with one of our arty props - all offer the opportunity to more easily lead to a conversation.

No networking is complete without refreshments and we would like to thank **CFG Law** for sponsoring the refreshments at today's event



CFG
Law

PROGRAMME FOR THE DAY

8.15 - 9.20am	Registration, coffee, networking & exhibition	
9.20 - 9.40am	Welcome and introduction to the day	Vicki Gilman Founder and Managing Director at Social Return Case Management Ltd
9.40 - 10.00am	Can I Still Do this Sh*t? – Part One	James Piercy Communication & Engagement officer at the John Innes Centre and The Sainsbury's Laboratory, freelance public engagement trainer and consultant.
10.00 - 10.35am	I'm Still In Here: Enable Me to Reconnect With My True Self	Graeme Flaherty-Jones Consultant Clinical Psychologist & Clinical Director and Author at Clarity Psychology
10.35 - 11.05am	Coffee Break, Networking & Exhibition	
11.05 - 11.40am	Safety in Connection: The Key Ingredient in Recovery and Healing	Dr Mel Lee Founding Director of Trust Psychology and Trust Pain Management. (with guest appearance from Bridger Falconstein)
11.40 - 12.15pm	Great icing but what about the cake? The importance of professional identity of social care workers in the MDT	Lucy Fallon Co-Founder, Ariya Neuro Care
12.15 - 13.15pm	Lunch, Networking & Exhibition	
13.15 - 13.30pm	Peculiarly Human	Freya Masters & Will Hornbrook Evernova
13.30 - 14.05pm	Lawrence, the Social Climber	Matthew Nakonesky Principal Speech and Language Therapist and Founder of Speech Therapy North East
14.05 - 14.40pm	Spending it Once, Enjoying it Thrice	Thom Harrison Financial Planner, Perspective Financial Group
14.40 - 15.15pm	The Art that Speaks For Itself & Refreshments	
15.15 - 15.35pm	Can I Still Do this Sh*t?" – Part Two	James Piercy
15.35 - 16.05pm	Chaired Panel Discussion	Chair: Charles Penn Panellists: All Presenters
16.05 - 16.15pm	Wrap up and closing remarks	Vicki Gilman

With thanks to NR Times for allowing us to reproduce Danyelle Clarke's article:

THERAPIES

Never underestimate the impact of the therapeutic relationship

How had I gone from spinning around Blackpool's legendary Ballroom, to desperately clinging on to my hospital bed because the room was spinning around me?



I am Danyelle Clarke, a 35-year-old Traumatic Brain Injury survivor. Four years ago, I was involved in a horrific road traffic accident, where a lorry overturned our car, dragging it along on top of the crash barrier, before projecting it in to oncoming traffic. I was the front seat passenger (thankfully wearing my seat belt) ending up unconscious and trapped hanging upside down in the car. I have no memory of the actual accident, only the conversation with my Mam moments before, where we were chatting away excitedly about the 'girlie day' that lay ahead of us.

Six weeks later I woke up in hospital having been in a coma, to the most horrifying experience of my life! I was completely paralysed down the right side of my body, with limited movement in the left side. I was unable to hold my head up, or retain my tongue in my mouth. I couldn't speak and had blurred and double vision. I was however aware of my family and the people around me, and I knew I was in hospital. I was trapped inside my broken body, unable to communicate, absolutely petrified and isolated. I just couldn't understand how or why I was in this state.

Prior to the accident I was a professional Latin dancer, regularly competing in national and international competitions. I was a dance and fitness instructor and was also in the final stages of completing an English master's degree. A far cry from the position I now found myself in!

And so the long and complex recovery journey began.

"How long does it take for these pain killers to work, and this awful stabbing in my stomach and back to subside?"

I'm laid in my hospital side room looking out on to the car park, willing my parents to come. The door bursts open and I look round hopefully, expecting to see them, but in come two physios. "Come on Danyelle, let's have you up and sat on the side of the bed" one of them says. I tell them that I'm in a lot of pain today, to which the other one barks "Look you'll be in pain whether you do this or just lay there, so you might as well do physio and be in pain!" They spin me round and position me on the side of the bed. The room is spinning, everything is blurred, and I feel sick. Panic sets in, I think I'm falling, I'm so dizzy.

By this time I'm crying, and desperately trying to tell them that I'm going to vomit. They lay me back down, and a sharp irritated voice snaps "well we tried!" I've never felt so vulnerable! The door opened again, thankfully this time it is my Mam and Dad, they heard the commotion and came in to see what was happening. In a much nicer tone of voice the second physio informed them "Danyelle's refusing to do physio, she said she's in too much pain. We'll come back tomorrow..."

**...WOW – COMPASSION AT ITS FINEST!
Can't wait for tomorrow!**

This is a prime example of how a poor therapeutic relationship fails both the patient and the clinician. The foundation for a good therapeutic relationship can be as simple as getting to know your patient. Whilst this may seem like an idealistic approach in such a fast paced, time restrictive environment, spending those extra few minutes learning about the person, could be of significant benefit in the future.

Had the two physios' treating me, actually known anything about me - the fact that I am a strong willed, determined person, with a disciplined sporting background, they might have taken my comments more seriously. If they had listened to me, they would have realised that I had a real problem. Instead, they underestimated me, wrongly assuming that I was making excuses not to engage in physio. Therefore, a very clear vestibular disorder went undiagnosed and untreated for several weeks and left me spinning.

Situations like this can be avoided simply by approaching every patient with an open mind. Assumptions are effectively ear plugs they can often lead to miscommunication between the clinician and patient. Knowing someone's clinical condition or diagnosis, is only part of the picture. Knowledge of the persons background, personality, intellect, awareness, capability, emotional state etc, are also major factors. Key information of this nature can be gained by connecting with and listening to the patient, whilst also talking to the family or carer, particularly if the patient is unable to articulate well, or at all.

Making assumptions, no matter how well intended, often leads to underestimation. The patient may become demoralised and disengaged. Therefore, they are less receptive to the treatment or therapy that is intended to help them, resulting in missed opportunities.

I experienced this first hand in one of my appointments in hospital, when my therapist presented me with a pre-school jigsaw puzzle. I noticed on the box it was recommended for age 3+. She then told me "I know you like dogs, so here's a 'Hello Kitty' puzzle". I was acutely aware that in a matter of weeks I had gone from sitting at a desk in the University library, researching 'the evolution of romance literature from a feminist perspective',

to sitting at a desk in a wheelchair in hospital, doing an infant's jigsaw. And 'APPARENTLY' I could no longer tell the difference between a cat and a dog!!! This completely shattered my already diminished self-confidence, making me question my own intellect, and how I was actually being perceived by others. I just wanted to go back to the ward, get back in to bed and hide from the world. A world in which I'd previously held a valuable role, compared to this inferior being - with the suggested intellect of a 3 year old. Where do I fit in this world now?



Assumptions can and do create metaphorical barriers!

Connecting with the patient and showing genuine empathy will enable them to express their fears, concerns, worries, hopes, wishes etc. By respecting the patients feelings you will build trust, and potentially break down any barriers that have inadvertently arisen. Therefore, emotional and psychological issues can be addressed before they have a negative impact.

Person specific treatment and therapy can be far more productive than a generic 'ticking boxes' approach, as my recent experience with my current therapists has proved. They have taken the time to get to know, and connect with me on a personal level, and don't just view me as a series of problems that need to be worked on.

They are aware of my strong dance connection and use dance analogies as a therapy tool,

i.e., my physiotherapist and occupational therapist ask me to liken physical movements to specific dance moves, they then adopt the dance terminology and use it in relation to the tasks they are asking of me. They often play competitive dance music during my sessions, which I find emotive and inspiring. Obviously this is a very personal adaptation to therapy which has been tailored around me. Someone else with a similar background, in this situation may not find this helpful at all, and may even find it distressing to 'tap in to' the dance theme. Which is why patient led treatment and therapy, using the right approach at the appropriate time, is absolutely crucial!

Throughout my ongoing recovery journey, I have experienced some very dark days. Fortunately, I now have an exceptional team of therapists, who all excel in their own specific field. The one thing they all have in common is, they appreciate the importance of a good therapeutic relationship, and have taken the time to develop this. I feel confident that my therapists know me 'Danyelle, the person'. Which is why they are able to offer me support and 'pick me up, dust me off, and put me back on track' when I'm struggling. It is thanks to their knowledge and caring approach that I have been able to make the progress that I have so far, and hopefully will continue to do so. Any clinician working in the field of neurology knows that all brain injuries are different! All recoveries are different! Therefore, they should be mindful that, all patients are also different! With insight in to the patient's personality, background and history, the clinician has a clearer understanding of who, rather than what they are dealing with. Meaning they are 'treating the person' as apposed to 'treating the condition'.

Contact Danyelle at
danyellesrecovering@gmail.com



**Assumptions can and do
 create metaphorical barriers!**

PRESENTER BIOGRAPHIES...



Vicki Gilman

Founder and Managing Director at Social Return Case Management Ltd and current chair of BABICM

From early in her career Vicki became deeply interested in working with people who had experienced life-changing injuries. As a physiotherapist she found working in the community the most challenging but rewarding environment and this took her from working with injured servicemen and women to an NHS role in a deprived area of South London. A move to the North of England over 25 years ago saw her move into the independent sector setting up and leading interdisciplinary therapy teams followed by devising a fresh approach to quality case management, finding a team of bright sparks and founding Social Return Case Management Ltd. Eight years on the team is flourishing, growing and supporting a wide range of clients on their individual pathways of recovery, rebuilding of life and lifestyle and re-drawing of identity.

Vicki is the current chair of The British Association of Brain Injury and Complex Case Management (BABICM), part of the management group of the Institute of Registered Case Managers (IRCM) and past chair of The Northern Acquired Brain Injury Forum (NABIF). These roles enable her to contribute and give back at local and national level to the development of services, standards and support to service users and those providing services.



Graham Ogilvie

Artist at Ogilvie Design - art and design where the verbal becomes pictorial

Graham is an artist and came into his current line of work via Art College, writing and music . . . lots of story line based creative influences. He has been specialising in Creative Visioning techniques for 20 years and has produced artwork for businesses all around the world.

He joins us on stage at this conference and will be capturing the main themes, messages and talking points of the event throughout the day as a gallery of illustrations.

Everything is drawn 'live' as the day unfolds, and as everything in the gallery will have been said by someone here at the event. The artwork is unique to this day and to the presentations at this conference.



Dr Graeme Flaherty Jones

Consultant Clinical Psychologist & Clinical Director and Author at Clarity Psychology

Dr Flaherty-Jones has extensive experience of working with complex neurological disorders across independent and NHS care sectors. He has a unique ability to make psychological concepts accessible and practical to influence change. His dedication to providing exceptional quality services has received recognition in his field. His wealth of experience in developing and leading services has brought with it specialist interests in the field of mental capacity and team communication. At the heart of Dr Flaherty-Jones' work is a passion for developing trusting relationships with others that can be used to bring about meaningful change.

View Graeme's appearance of the Curious Case Manager series with Vicki Gilman

<https://nrtimes.co.uk/video-the-curious-case-manager-with-graeme-flaherty-jones/>



James Piercy

Communication and Engagement officer at the John Innes Centre and The Sainsbury's Laboratory, freelance public engagement trainer and consultant. Honorary lecturer in science communication at the University of East Anglia.

James has been involved in writing, producing and delivering; science shows, workshops and dialogue events for wide ranging audiences since 1995. He has appeared on television and radio numerous times to present scientific ideas and demonstrations, notably on 'The Investigators' for Channel 4, which was nominated for a Children's BAFTA and 'My Head' for BBC Radio 4 which won the Royal Society Radio award 2015. He holds the LAMDA gold medal with distinction in public speaking.

James' life changed dramatically in January 2011 when a serious road accident left him with a severe head injury. He was in hospital for nearly 2 months and whilst having made a remarkable recovery still lives with the effects of his injury.

James is involved in a number of Patient Public Involvement programmes, acting as lay member on a research committee, as a public reviewer for NIHR and leads the NIHR brain Injury MIC outreach programme. He is an ambassador for United Kingdom Acquired Brain Injury Forum and the European Brain Council.



Dr Bridger Falkenstein

Bridger has his master's in clinical mental health counselling and is a provisionally licensed professional counsellor in the state of Missouri. He is a co-owner and creative director at Beyond Healing. Bridger is an EMDR trained therapist and is also actively pursuing his PhD in Counsellor Education and Supervision. He trains and develops mental health professionals in the field of Somatic Integration Processing (SIP), which is a new model which aims to help us to synthesise the other approaches that we

might have in our arsenal as therapists.

Bridger is a host on Notice That and Beyond Trauma podcasts. These podcasts have more than 10,000 listeners worldwide and are a free resource for anyone interested in EMDR and trauma healing.. In addition, Bridger hosts another podcast called The Evidenced Based Therapist where "he reads so we don't have to."

Dr Lee and Dr Falkenstein's podcast can be found here:

<https://podcasts.apple.com/gb/podcast/a-model-for-truly-integrative-therapy-sip-with/id1503339622?i=1000579649310>



Matthew Nakonesky

Principal Speech and Language Therapist and Founder of Speech Therapy North East

Matthew trained as a Speech Pathologist (that's what they are called over in Australia!) and qualified in 2009. Since qualifying Matthew has worked primarily with adult clients who have experienced communication and/or swallowing difficulties due to a neurological event or condition.

Matthew has worked in a range of clinical settings including large acute teaching hospitals, community based work and spent several years working at a regional neurological inpatient rehabilitation centre in Newcastle upon Tyne.

Matthew is very passionate about delivering client focused and goal driven therapy, incorporating outcome measures to gauge progress. The use of technology is a large interest area both in providing therapy and the use of communication aids.

Matthew is very experienced working with patients who are involved in a medico-legal claim and enjoys the multidisciplinary approach to rehabilitation that this provides. His service covers the north of England.



Dr Melanie Lee MA (Hons), DCLinPsy, CPsychol, AFBPsS

Founding Director of Trust Psychology and Trust Pain Management. CAT Practitioner, EMDR Therapist, IFS Therapist, and SIP Supervisor, MA (Hons), DCLinPsy, HCPC Practitioner Psychologist

Mel is an experienced Clinical Psychologist with a passion for integrating the mind and the body and working with repeating relationship patterns in therapy. Mel specialises in building safe, trusting relationships to offer healing to adults who have experienced psychological traumas resulting in symptoms of chronic pain and other long-term health conditions.

In addition to offering 1-to-1 therapy, Mel enjoys working together with her colleagues to create interdisciplinary team approaches to client care alongside her experiences in teaching, training and supervising others in psychological approaches. She has a real passion for sharing the benefit of therapy integration, and has recently become a Supervisor and Trainer in the Somatic Integration and Processing (SIP) formulation model in a collaboration with her American colleagues at the Beyond Healing Center, Missouri, USA.

Mel has additional specialist therapy training in Cognitive Analytic Therapy (CAT), Eye Movement Desensitisation Reprocessing (EMDR) and Internal Family Systems (IFS), in addition to previous trainings in Cognitive Behavioural Therapy (CBT) and Acceptance and Commitment Therapy (ACT). Mel has published her clinical psychology doctoral work and co-authored two book chapters within the area of therapist learning and development.

View Dr Lee's appearance of the Curious Case Manager series with Vicki Gilman

<https://nrtime.co.uk/introducing-the-curious-case-manager/>



Lucy Fallon

Co-Founder, Ariya Neuro Care

Ariya Neuro Care was set up in response to the lack of specialist proactive community provision for those with an acquired brain injury. Ariya understands the need for specialist support workers who are equipped to respond to the complexities of cognitive, physical and emotional needs that can arise from neurological conditions.

Lucy is the a co-founder and Registered Manager and has many years' experience in leading positive support teams. Lucy has over 16 years' experience working managing and coordinating residential and supported services for people with ABI, and has a MSc. in Brain Injury Rehabilitation. Lucy has a passion for developing appropriate and creative community based support for post-injury. Her specialist services cover the Yorkshire region.



Freya Masters

Senior Communications Office, UK Biobank, writer, musician and one half of Evernova

After finishing her degree at the University of St Andrews (Biochemistry), Freya pursued her 'dream' masters at Imperial College London (MSc Science Communication) where she met Will, and together they combined their joy of song-writing to form 'Evernova'. Currently, Freya is working in a communications role at the biomedical database UK Biobank.

Freya has a passion for writing about science. She has a sci-fi story published in Nature's Futures and enjoys writing her book in her spare time. Since she was 10 years old, she has been writing songs to perform with her guitar. Freya wrote a speech to communicate her own experiences with her disability, a rare subtype of muscular dystrophy, and recently delivered it at the House of Lords for The Snowdon Trust, a charity organisation which endeavours to help young people with disabilities into education.



Will Hornbrook

Researcher at BBC Studios Science Unit, songwriter, musician and one half of Evernova

Having first picked up a video camera at the age of ten, Will has a long-held passion for making films and telling stories. During his academic career, he studied for a masters degree in both Biology and Science Media Production; the latter allowed him to combine his love of filmmaking with his keen interest in science. He has produced several documentary films, one about the impact of clouds on climate and human culture, and another about the threats facing bees.

Will plays the piano and began writing his own songs about seven years ago. He finds it a relaxing escape from the stresses of everyday life and is particularly inspired by the music of Joan Armatrading and Jamie Cullum. Will is delighted to have joined forces with Freya as 'Evernova' and hopes 'Peculiarly Human' is just the first of many songs they will write and perform together!



Thomas Harrison DipPFS

Financial Planner, Perspective Financial Group

Thom specialises in providing holistic financial planning advice to individual clients and has additional qualifications in Discretionary Investment Management and Long Term Care needs, as well as specialising in providing advice to clients with complex needs. His organisation offers services across the Great Britain.

He has previously worked as a risk and compliance consultant on behalf of 'Big 4' audit firms and major retail banks. He designed and implemented compliant procedures – including for the assessment and handling of complex vulnerability concerns – for major rectifications projects. He also sat on a range of forums, providing guidance and advice on complex and contentious issues.

Prior to working in financial services, Thom enjoyed working as a Sound Engineer, working with live and recorded music, theatre and dance, specialising in classical and acoustic music.



Charles Penn

Group Head of Marketing & Business Development for Perspective Financial Group

Charles has been Group Head of Marketing & Business Development at Perspective Financial Group since 2018. His early career was as a brand manager at Procter & Gamble, a management consultant at Deloitte and head of marketing with a North East law firm. He is also a non-executive director of Northern Stage, the leading producing theatre in Newcastle upon Tyne.

In 2022 Charles, with his colleague Thom Harrison, took part in the Spinal Injuries Association's Overseas Challenge cycle ride in Tuscany raising over £10,000. It was one of the top five hardest physical things he's ever done, but the true stars were the five people on hand/ adapted bikes who were a real inspiration to everyone, cheerfully tackling 10,000 feet of ascent. As Charles said: "I was inspired by each participant's desire to live life to the full, take on the challenge and enjoy themselves, whilst still having the energy and enthusiasm to offer support to everyone else on the ride."

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PRESENTING EVERNOVA

We approached Freya and Will of Evernova to discuss their assistance with some musical content for this event and once we had explained the theme for the day they quite frankly blew us away with a new song they had just written - Peculiarly Human. The song spoke to the themes and challenges we had been discussing with our presenters and comes from a place of understanding the re-drawing identity theme of the conference.

As science-communicators by day and songwriters / performers in their spare time being part of today's event fits the overlap of both Freya and Will. We are delighted to have them with us to perform live and share their message as part of the content of today. You can also download this track from Spotify using the QR code below;

Freya on Peculiarly Human

Every person is shaped by their experiences, some of which may cause our sense of self to alter in their wake. During this alteration, this change in normality, there will inevitably be struggle. This can be painful, confusing and scary. But to be human is to navigate such fears and be resilient in the face of them.

We emerge from the other side not defined by our imperfections, but empowered by them. This is the message we hoped to convey when writing 'Peculiarly Human'.

We are all on our own individual, peculiarly human journeys. Of course, a journey is about discovery - about realising that you are the key to open the door and move forward.

Every now and again it's important to take a moment to look back on this journey: perhaps not in grief for who you may have been before, but with pride for who you are now. If you look back on this journey, maybe it can be to see how far you have come.



The challenges we overcome are what form our identity, and ultimately what make us all peculiarly human.

It's the only way to be.

Lyrics written
and performed
by Freya
Masters
and Will
Hornbrook



Do you ever get
the feeling
That your feet aren't on
the ground?
Try as you might
Nothing's going right
And your thoughts are the only sound

You try to hide from your contemplation
But it follows you around
You tell yourself it's only natural
That you have found that
You're peculiarly human
It's the only way to be
Once you accept
You're just peculiarly human
The world through new eyes
You'll see

Will you ever start believing
That you're where you need to be

Time may roll on
Carry you along
Here's the lock
And you're the key
You might find some indication
That the road ahead is long
Don't think to look back
Unless to see that

You're peculiarly human
It's the only way to be
Once you accept
You're just peculiarly human
The world through new eyes
You'll see

You're peculiarly human
It's the only way to be
Once you accept
You're just peculiarly human
The world through new eyes
You'll see.....



Institute of Registered Case Managers



Mission: To safeguard people who use case management services, by setting and upholding standards for registered case managers.

Who are we?

The Institute of Registered Case Managers (IRCM) is a not-for-profit organisation whose role will be to safeguard the users of case management services.

How will we achieve this?

- by setting standards for case managers' practice;
- through publishing a public register of people who meet our requirements and commit to practising in line with our standards; and
- by providing a process through which concerns can be reported, and then investigating and taking action where registered case managers do not meet our standards.

A certificate of proficiency in case management is being established by IRCM and we will also develop accreditation for education and training opportunities that meet our standards.

Get involved

Spread the word - share information about IRCM with your colleagues and contacts and include us in your events.

Volunteer - Throughout 2023 we will be recruiting for a range of voluntary roles including board, committee, and panel members.

Become a supporter - Joining our supporter community is a way organisations can play an important role in IRCM by showing their commitment to safeguarding users of case management services and the public. Supporter status is open to all those providing case management services or involved in the sector in other ways such as commissioning case management services or being appointed by case managers.

Host or support a roadshow - IRCM is planning to go on the road in a series of events around the UK.

Sign up to our mailing list for updates, check out our FAQ for more information and download our standards of proficiency and competency framework

www.ircm.org.uk

THE ROLE OF VISUAL ART TODAY AND IN RE-DRAWING IDENTITY

You will see themes within this conference related to aspects of visual art and we hope it may inspire you and contribute to what you take away from this event.

Creating, viewing and communicating via visual art as a way of expressing self-identity and to explore changes and challenges after injury has always been utilised within therapy and rehabilitation, on a personal basis and more widely. Its power and prominence however is often underplayed and it remains a well to be tapped to quite an extent.



Today you will witness art being made as an integral part of the conference as our 'artist in residence' Graham Ogilvie creates the conference in pictorial form, capturing themes and sound bites throughout the day. We hope you will take the opportunity to visit the gallery of his pictures, on the upper floor of the auditorium and to vote on those that particularly resonate for you with the thumbs up/down stickers. Our afternoon tea break (entitled 'The art that speaks for itself') will provide a chance to see the gathered body of work across the day. After today we will take the most popular images and do something more with them – watch this space on that!



Keep an eye open also for the guest appearance of art by Grace Currie, an emerging artist from Shropshire with a Fine Art degree. Her work focuses on figurative painting and video, often inspired by inner feelings and portraiture. Grace suffered a serious brain injury in a traffic accident when she was 17, which has influenced her work and views of the world. She aims to challenge the reductive label "disabled" and the sense of fractured self that 24/7 care can cause.

Grace is involved with the Heads Together Initiative, which aims to improve knowledge about brain injury among social workers. Grace's involvement in the project includes developing her artistic practice and profile, learning professional skills, creating and exhibiting a body of work around the theme of living with an acquired brain injury, and increasing understanding in social workers about the experience of brain injury and the value of arts-based practice in permitting self-expression. The ultimate objective is to develop a creative training toolkit that can be rolled out regionally and possibly nationally to enhance social workers' understanding of the impact of brain injury.

In your conference pack you will find a small palette pin-badge as a memento of today and a reminder that there is an artist in all of us!

OUR SUPPORTERS...



Parklane Plowden







ENABLE THE LESS ABLED



EA Mobility is a nationwide provider of accessible bathrooms, kitchens, and home adaptations, operating within the care sector. EA was founded as a result of personal challenges experienced by our Founder and MD, Kevin Carvell. His experiences for over 20 years with his paraplegic father identified an opportunity to change the way that people with, and people caring for those with disabilities go about adapting their home environments to suit their mobility requirements.

Typically, adaptations are carried out by general contractors whose expertise aren't specifically tailored to dealing with those with disabilities. EA has identified a need within the market to approach with care and be able to offer that bit extra to ensure that care goals are met, and clients' experience is at the heart of everything we do. There are three main offerings that allow us to meet these challenges:

Employed installation workforce:

EA directly employs an installation workforce to ensure our installers are trained to a high standard to deliver a first-class quality service to our clients. This is a hugely important aspect of our offering as it ensures we can deliver on our promises and not become reliant on external contractors to complete our projects, cutting out delays, unreliability, and poor-quality workmanship. We understand the main complexities of working with those with mobility challenges, therefore, employing our team ensures that we can train, develop, and nurture our team to understand and work within difficult situations.

Fast lead times

EA work to a 4-6-week lead time from signed order to commence our projects. This is important, particularly in situations where care needs of the customers are increasing rapidly, and the right home environment is needed to be created to suit them. A lot of our work is done within rental properties for clients in a temporary housing meaning that speed is of the essence.

Expert advice and project ownership

We pride ourselves on what we can offer our clients by way of expertise and project ownership. Founded off the back of personal experience, this expertise has been at the heart of what our assessment teams and project managers have at their disposal. We dedicate a project manager to every project, regardless of the size to ensure that communication is at its highest level with the various stakeholders, such as, OTs, Case Managers and Legal teams.

Our journey started as a very regional specialist bathroom adaptation provider, but we soon realised there was a greater need for this all around the UK, so we expanded our borders to enable a national coverage during one of the most challenging times in history. Along with this we identified the need for not only bathrooms, but also kitchens, as being two of the most important areas of a property to allow freedom and independence. Additional works that enable these adaptations are all within our remit. Examples of this would include wall removals, door widening etc.

We are a company with Advanced CHAS Accreditation, which gives peace of mind that all our work is carried to full building standards. We are also proud to work with a number of organisations such as Aspire, APIL, Child Brain Injury Trust. Living Made Easy / DLF and more.



Our mission is to 'enable the less abled in the comfort of their home' and we understand that the whole customer journey requires an empathetic approach right from the initial concept through to completion. You can find out more by visiting www.eamobility.com or sending an email to enquiries@eamobility.com and requesting an advice pack.

Rod Davis, Healthcare Business Development Manager at EA Mobility.

INTRODUCING ONE PUNCH UK, OUR CHARITY OF THE YEAR

Every year the Social Return team chooses a charity of the year to support and this year we selected One Punch North East, based on the important work they do on awareness raising and education to prevent one punch attacks, which can often be life changing or fatal.

We are delighted that Maxine and Anthony Curl, founders and directors of our charity of the year, are able to join our exhibition today.



One Punch UK was set up in 2014 by Maxine and Anthony to raise awareness about the devastation a One Punch assault can cause. Since then they have developed the charity which now includes patrons and trustees, as well as some corporate supporters.

Maxine and Anthony have first-hand experience of the impact of a one punch assault, as they lost their son under these tragic circumstances in 2011. They now dedicate the time raising awareness by delivering workshops to school, colleges, prisons, probation hubs, and other groups, providing their experiences and education with the aim of preventing attacks in the future. They also provide one to one support for families who have experienced the devastating effects of a one punch attack and are caring for a loved one or grieving their loss.

Anthony says "At One Punch we are passionate about the education of people around the overall impact of one punch violence. As part of our education sessions we openly discuss all the factors that lead up to a One Punch assaults, and make people aware of their actions and the consequences. We include personal stories about our son Kristian before the assault, and Maxine's Story. Our workshops cover all aspects of education, support and the devastating repercussions of one punch violence including sentencing and brain injury and make the sessions really interesting and interactive for audiences of all age ranges".

As well as their education and training sessions, One Punch NE offer bespoke support services to victims, their families and also to bereaved relatives following one punch assaults. Having experienced first-hand the devastation one punch assaults can cause on the family unit, they offer vital support, knowledge and experience as well as providing practical advice on areas such as benefits, funeral planning and sourcing funding, travel, support services, social activities and rehabilitation providers.

info@onepunch.org.uk





HEALTHTALK TV – SHARING FIRST HAND EXPERIENCES

Today we are sharing videos of lived experience around re-drawing identity after life changing injury. You can view these on the video screen in the entrance and later in the registration area. The videos are hosted by healthtalk.org and shared with you today with kind permission from The Dipex Charity - an independent UK registered charity that shares first-hand experiences of health and social care for the benefit of the public and professionals working in those sectors.

The charity was founded in 2001 by a GP, Dr Ann McPherson and Clinical Pharmacologist Dr Andrew Herxheimer who found that their own medical knowledge and experience was lacking when experiencing their own health challenges. They wanted to hear how other people had experienced the same issues and managed the impact on their everyday lives. Together with a steering group, it was decided that the best way to collect these experiences was through academic qualitative research interviews and analysis.

Now, healthtalk.org and socialcaretalk.org exist to let people find out what it is like to experience a health or social care issue first-hand, by hearing the stories of others. We hope you enjoy taking a moment to hear from Adrian, Dave, Ed and others who have shared their insights on healthtalk.org for the benefit of others.



Switalskis
Solicitors

Proud sponsors of:

The Social Return Conference 2023

Re-drawing Identity: Help me feel different, don't change who I am

Here to help you get back to you

The consequences of suffering a life-changing incident can have a huge impact - on your life, on your family and on your relationships. If these consequences happened as a result of someone else's behaviour, the impact to your physical, mental and social wellbeing may be even greater. At Switalskis, we want to help you get back to you.

We offer specialist and accessible legal advice for anyone who has suffered a personal or serious injury in an accident, been a victim of clinical negligence, suffered abuse, or been the victim of a crime. Our aim is to help you get the financial and social compensation you deserve and to seek rehabilitation for you as early as we can. We understand that having peace of mind and your confidence restored will help you in your recovery.

If you have been affected by a life-changing incident that wasn't your fault, please contact us so we can start helping you too.

T: 0800 138 0458

E: BrainAndSpinalInjury@Switalskis.com

W: www.switalskis.com





Specialist Case Management for Neurological, Complex Orthopaedic and Amputee Rehabilitation

Our Approach

It's as individual as you are...

Social Return case managers share a wealth of experience across a wide variety of complex conditions and bring their expertise and individual flair to the people they support.

Through comprehensive assessment we gain a full understanding of each person's past, present, potential and aspirations for their future to inform our recommendations for case management interventions.

A fresh approach...

Imaginative



Our case managers and support staff think laterally, targeting resources creatively to best meet the needs of the individual client.

Insightful



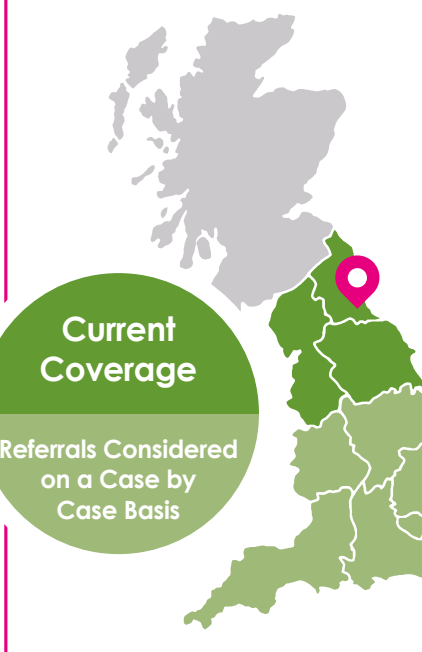
Our practice is underpinned by specialist knowledge of neurological and other complex conditions with considerable experience of working with survivors of catastrophic injuries.

Responsive



We structure our work and manage our time effectively to ensure that we are available to respond to our clients and professionals involved in the case.

Areas covered by Social Return Services...



Current Coverage
Referrals Considered on a Case by Case Basis

Contact us:
Social Return Case Management Ltd.
Adelaide Court,
Belmont Industrial Estate,
Durham, DH1 1TW

Call: 0191 3750256 **email:** connect@social-return.co.uk **twitter:** @SocialReturnCM