



April Richardson
Case Manager
Practitioner

Location

South East, London,
Surrey

Qualifications

Level 4 Diploma in
Safeguarding

Level 3 Diploma in
Dental Nursing

Memberships

CMSUK

BABICM 7734

Specialisms

Brain Injury, Client
Advocacy, Challenging
Behaviours, Mental
Health Management,
Complex Health and
Socioeconomic Needs,
Learning Disabilities

April has worked in Case Management for the past 5+ years. She advanced to the position of Practitioner Case Manager (CMSUK CMP Level 1) in early 2023 due to her extensive knowledge and skills, which have been developed through her various positions in the health and social care industry which span over 12+ years.

April's career has developed through working with clients with Alzheimer's disease and dementia as a healthcare apprentice, Dental Nurse, Brain Injury Team Leader and Rehabilitation Assistant, Independent Mental Capacity Advocate, and Case Manager Assistant. She has a wealth of experience working with a wide range of clients with complex health, care, and socio-economic needs. This includes individuals who have sustained a life-changing injury, traumatic / acquired brain injury, complex medical conditions, learning disabilities, and behaviours that challenge. Due to her various positions, she can manage tasks with valuable insight and consideration.

April is successful in managing and leading complex teams, as well as building and maintaining her clients' goals and well-being through collaboratively working alongside them, their families, professionals, and clinicians, to build strong foundations and working relationships. She is experienced in managing challenging and volatile situations and persevering to achieve positive outcomes.

Her clients are at the heart of all that she strives to achieve. She is a passionate advocate for her client's rights, liberties and freedoms-skills she has gained from working as an Independent Mental Capacity Advocate alongside her Case Management role. She strives to empower her clients to live a life full of meaning through delivering a person-centred approach.

April would be described as a warm, open-minded, transparent and dedicated professional. She possesses valuable knowledge and skills as well as a compassionate and determined mindset.

April's skillset includes:

- Working with clients with complex clinical needs, disability, life-changing injury and behaviours that challenge.
- Complex team management.
- ABI rehabilitation.
- Overseeing and implementing care provision.
- Identifying, setting, measuring goals and objectives to achieve the best possible outcomes.
- Identifying and mitigating risk.
- Effective problem-solving skills.
- Contingency planning and Crisis Management.
- Working to agreed budgets.
- Collaborative working.
- Independent Mental Capacity Advocacy (April is currently completing a Level 4 IAQ).
- Managing and overseeing Independent living trials.