

## CASE MANAGER PROFILE

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# ABBIE ROSE UDALL

## SPECIALIST CASE MANAGER & OCCUPATIONAL THERAPIST

## PERSONAL DETAILS

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AREAS COVERED: **North East England**

HEALTH & CARE PROFESSIONS COUNCIL NUMBER: **OT66173**

## PROFESSIONAL QUALIFICATIONS

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York St John University 2008 - 2012 BSc Occupational Therapy 2:1

Teesside University 2012 - 2013 Practice Placement Educator

## ABOUT ABBIE

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Abbie Udall is an award-winning specialist clinical case manager and the founder of Abbie Udall Associates, established in 2018 following her work with a leading national case management company. Under her leadership, the company was named a finalist in the CMSUK Awards 2024 for Small Case Management Company, reflecting its commitment to exceptional client outcomes.

Known for her dynamic, goal-focused approach, Abbie places the individual at the centre of every rehabilitation plan. She works collaboratively with clients, families and professionals to design tailored, holistic support packages that maximise engagement, independence and long-term recovery.

Since 2016, Abbie has managed highly complex and high-profile cases, building a reputation for proactive advocacy and innovative problem-solving. In recognition of her outstanding results, she was awarded Catastrophic Clinical Case Manager of the Year at the Case Managers Society UK (CMSUK) Awards in 2022. Her work is defined by a strong commitment to achieving meaningful

## ABOUT ABBIE (CONTINUED)

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outcomes while ensuring that unmet needs are identified and addressed through every available avenue.

Abbie's specialist clinical background is rooted in traumatic brain injury rehabilitation, having worked as a Neuro Occupational Therapist at South Tees Hospitals, where she supported cognitive and functional recovery for individuals with complex neurological conditions. She has also held specialist roles in paediatric occupational therapy with Durham and Darlington Primary Care Trust, delivering therapy, equipment provision and movement support for children with complex needs across both specialist and mainstream educational settings.

Her wider occupational therapy experience spans orthopaedics and trauma, intermediate care and social care, enabling her to bring a truly holistic perspective to case management. Prior to qualifying as an Occupational Therapist, Abbie spent nine years as an Occupational Therapy Assistant, gaining extensive clinical experience across neurorehabilitation, acute medicine, palliative care and community services.

Dedicated to maintaining excellence in practice, Abbie regularly undertakes advanced training, attends specialist conferences and provides clinical supervision to both her own team and other case managers across the UK. Alongside her professional work, she is actively involved in her community and serves as a director of Women's Street Watch Middlesbrough, a local community interest company.

Abbie is registered with the HCPC and IRCM and is a member of BABICM and RCOT. She also sits on the BABICM council and contributes to its research group, supporting the ongoing development of best practice within the field.