Headway
the brain injury association

The Pullman International Hotel, St Pancras, London
9 October 2026

Reintegration in Action:

Community, Family and Technology in Brain Injury Care



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Draft Programme

08:30-09:15 **Registration, tea/coffee, networking & exhibition stands**

09:15-09:20 **Welcome from the Sponsor Richard Brooks, Partner, RWK Goodman**

09:20-09:25 **What Does 'Life After Brain Injury' Really Look Like?**

Luke Griggs, CEO, Headway

- What we mean by successful community reintegration
- Why clinical improvement does not always equal quality of life
- The importance of balance between technology and human contact
- One size does not fit all: Why personalised, hybrid models of support are increasingly needed
- Key insights from Brain Injury Week 2026

09:25-10:05 **From Rehabilitation to Real Life: Rethinking Success After Brain Injury**

Dr David Shakespeare, Consultant in Neurological Rehabilitation Medicine, Lancashire Teaching Hospitals

The aim of this session is to open a reflective and critical discussion around how "success" is currently defined within rehabilitation pathways, which are the product of historical patterns of commissioning and current funding restrictions. Whilst the limitations of commissioning models and wider societal pressures can conspire to limit translation into meaningful outcomes in everyday life, there are many reasons for hope that we can together build better.

Delegates will consider the distinction between clinical rehabilitation gains and sustainable community outcomes, recognising why progress achieved in structured environments does not always transfer into everyday life. The session introduces a shared conceptual framework for viewing community integration as an important outcome in its own right, rather than simply a by-product of rehabilitation input. Providing a system-wide perspective, the discussion will establish a common analytical reference point for the biological, clinical, managerial and medico-legal themes explored throughout the wider conference programme.

10:05-10:40 **Beyond Injury Severity: The Biology of Stress, Fatigue and Recovery**

Dr Mike Dilley, Consultant Neuropsychiatrist in Neurorehabilitation, Brain & Mind

This neuropsychiatry-focused session explores why recovery and reintegration following brain injury are often non-linear, fragile and subject to fluctuation, even where rehabilitation has been effective. It examines the biological and physiological mechanisms that can influence longer-term outcomes, including disrupted stress systems, sleep disturbance, fatigue and inflammatory load. The session will consider brain injury as an ongoing physiological stress condition affecting both survivors and their families, and how these factors interact with cognition, mood, behaviour and recovery trajectories. It will also explore why progress may plateau or vary over time despite positive rehabilitation input, alongside the influence of environment and family context in supporting or hindering recovery. Practical relevance will be highlighted throughout, with application to clinical reasoning, longer-term rehabilitation planning and medico-legal contexts. Content TBC.

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10:40-11:10 **Tea/coffee, networking & exhibition stands**

11:10-11:45 **Beyond the 'good day': understanding fragile recovery after brain injury**

Dr Benjamin Marram, Neuropsychologist, Clarity Psychology

This session explores how psychological factors such as mood, anxiety, trauma and stress interact with cognitive challenges including fatigue, reduced insight and fluctuating capacity to shape recovery after brain injury. It highlights how these issues combine to influence behaviour, expectations and community reintegration, and why "good days" can be misleading when planning support. The session also considers the wider context in which recovery takes place, recognising the impact of family dynamics, social circumstances, health services, ageing and external pressures. It will explore the lived experience for families, including increasing stress, shifting roles and loss of identity, alongside themes such as participation without purpose and the importance of belonging. Drawing on neuropsychological thinking, the session will focus on recognising early signs of fragility, improving communication across clinical, commissioning and medico-legal contexts, and supporting earlier, more effective intervention.

11:45-12:25 **"Client-Centred" — Or Just Conflict-Avoidant? When Decision Making Becomes Complex**

Natalie Mackenzie, Director & Cognitive Rehabilitation Therapist, BIS Services

Client-centred practice is one of the most important principles in brain injury rehabilitation. When insight is impaired, capacity fluctuates, and the pressures around a client pull in competing directions, what does genuinely client-centred practice actually look like in practice?

Drawing on real-world experience of cognitive rehabilitation in community settings, this session explores the tensions that arise most frequently during community reintegration: fluctuating capacity and its impact on informed decision-making; the collision between a client's goals and functional reality; and the legal obligations that exist independently of what any team member, or client, would prefer.

Revealing the gap between what clients say they will do and what they do in practice, and how observed evidence over time is the only reliable basis for complex decisions. Delegates will see what this looks like in real community moments, the practical tools and reasoning that we need to call upon to use when decisions are genuinely hard.

Delegates will leave with a clearer understanding of the tensions between autonomy and protection, aspiration and realism, and independence and long-term sustainability , and what clinically grounded, ethically sound and legally defensible decisions look like when those tensions cannot be resolved neatly.

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12:25-13:05 **Connected Recovery: How Technology Helps — and Hinders — Brain Injury Rehab at Home**

Sarah Daniel, Director & Consultant Neurological Physiotherapist, MotionRehab & Jennifer Benson - Founder and Independent Speech and Language Therapist, Jennifer Benson Speech and Language Therapy Ltd

This presentation explores the role of technology in supporting rehabilitation at home following brain injury, highlighting both its advantages and its limitations. It will examine how various technological solutions can enhance access to therapy, promote independence, and enable more consistent practice outside of clinical settings. At the same time, the presentation will consider key challenges, including issues with motivation and engagement, accessibility barriers, and the risk of over-reliance on technology. By considering both the benefits and potential drawbacks, the session aims to provide a balanced perspective on how technology can be effectively and safely integrated into home-based rehabilitation programmes.

13:05-14:05 **Lunch, networking & exhibition stands**

14:05-14:40 **Living Within the System: Inequality, Access and Community Life After Brain Injury**

Dr Caroline J. Bald, Lecturer in Social Work, The Open University, Chair of the Brain Injury Social Work Group

In this session, Dr Caroline Bald will consider inequality - who is able to access that support - and what happens when they can't? Focusing on the realities of statutory systems, this session explores how access to support is shaped by NHS pathways, local authority thresholds, interprofessional blocks and wider social inequalities. It highlights how people and families navigate fragmented provision, limited resources, and inconsistent decision-making - and how these conditions directly influence whether community reintegration is sustained or begins to break down. Drawing on practice, research and lived experience, the session will identify the early, often overlooked indicators that support is becoming unsustainable, and consider what this means for professionals working across health, social care and legal contexts.

14:40-15:20 **Spinning Plates in the Dark: Decision Making and Effective Practice in Community Reintegration - what ingredients help?**

Dr Mark Holloway, Senior Brain Injury Case Manage & Expert Witness, Head First

In this session, Dr Mark Holloway will recognise early indicators that facilitate successful community reintegration and those that may more likely lead to breakdown during community reintegration after brain injury, by identifying bio-psycho-social, administrative, legal, and financial challenges that impact upon potential success. Utilising real-world longitudinal examples, his presentation will illustrate different long and short-term approaches required to address complexity. He will also reflect upon decades of experience of working with some individuals, and the varying challenges that present across a lifespan, to identify what does it look like when it works, and what to do if it does not.

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15:20-15:50 **Tea/coffee, networking & exhibition stands**

15:50-16:30 **Planning for the Case You'll Defend in the Future: Proving Need When Outcomes Are Human**

Ian Brownhill, Barrister, 39 Essex Chambers

This session explores how rehabilitation, care and support decisions are scrutinised within different legal frameworks, touching on personal injury claims, Court of Protection decision making and safeguarding frameworks. It will examine how evidence is assessed when outcomes relate not only to clinical change, but also to participation, long-term sustainability, risk reduction, caregiver burden, non-linear progress and quality of life.

Delegates will consider how principles of reasonableness and proportionality can be applied to the planning and justification of longer-term, participation-based support. The discussion will also address how short-term funding decisions and false economies may contribute to repeated breakdowns, escalating needs and increased long-term risk.

Practical focus will be given to how clinical and case management decisions are interpreted within legal processes, including areas of challenge or vulnerability. Attendees will gain insight into articulating, evidencing and documenting long-term need in a way that is coherent across clinical, commissioning and legal settings.

16:30-17:15 **Panel Discussion: What We Missed, What Worked, What Changed: Community Integration Through Multiple Lenses**

The presenters, Ian Carrier, Partner, RWK Goodman, Mark & Jules Kennedy, Family Members and Client

A multidisciplinary panel exploring one brain injury journey through different perspectives, highlighting where reintegration succeeds, struggles, or nearly fails.

The discussion focuses on critical decision points rather than personal narratives: where assumptions were made, early warning signs overlooked, or system responses unintentionally increased risk. Panel members reflect on how clinical judgement, therapy input, case management decisions and legal frameworks interacted in real time, (often under pressure and with incomplete information) and how alternative decisions might have altered outcomes.

Particular attention is given to tensions between autonomy and safety, optimism and realism, short-term solutions and long-term sustainability. By hearing directly from families and a brain injury survivor alongside those responsible for planning, funding and delivering care, delegates gain an integrated understanding of how professional decisions land in everyday life and how experienced practitioners can better anticipate consequences, align perspectives and prevent avoidable breakdowns.

17:15-18:45 **Drinks reception kindly sponsored by** SECOND SKIN

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Biographies



Luke Griggs

Chief Executive of Headway UK

Luke was appointed Chief Executive of Headway UK in December 2022 having worked in various roles throughout the charity for the past 17 years, including Director of Communications, Acting Director of Services, and Deputy Chief Executive. Since being appointed CEO, Luke has been working on a programme of modernisation for the charity and the implementation of a new long-term strategy, which was launched in August 2024.



Dr David Shakespeare

Consultant in Neurological Rehabilitation Medicine, Lancashire Teaching Hospitals

Dr Shakespeare has been a consultant in neurological rehabilitation for more than 20 years, looking after both level 1 and 2 neurorehabilitation units and working closely with community rehabilitation services, colleagues in social care and the voluntary and independent sector. Travelling around Lancashire and South Cumbria to see patients in the community and spending some years in clinical leadership in his Trust have given him insights into how the neurorehabilitation system both functions and dysfunctions.

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Dr Michael Dilley

Consultant Neuropsychiatrist, King's College Hospital NHS Foundation Trust and Brain & Mind Ltd

Mike, has a special interest in brain injury and severe and complex functional neurological disorder that requires interdisciplinary inpatient or day patient rehabilitation and outpatient treatment.

He provides input across the entire integrated care pathway for patients with neuropsychiatric needs associated with brain injury at King's. As such, Mike will often support a person's recovery along their entire journey from acute care to a return to the community.

He is a member of the Clinical Reference Group in Rehabilitation, Disability & Spinal Cord Injury at NHS England and immediate past Chair of the Faculty of Neuropsychiatry, Royal College of Psychiatrists. Mike is also a Trustee of the United Kingdom Brain Injury Forum (UKABIF) and of The Neurological Alliance. He is currently Co-Clinical Director of the King's Health Partner's Academic Health Sciences Centre, Mind & Body Programme focussed on the integration of physical and mental health.

His previous roles have included leading the inpatient mental health services in Westminster, the national neuropsychiatry unit at The Maudsley, on the brain injury unit at St George's Hospital, the rehabilitation units at Putney and Blackheath and as Clinical Director of the NHSE London Neurosciences Network.

Mike has worked extensively across organisational networks both locally, regionally and nationally in integrating mental health services for people with neurological conditions as well as in teaching and training about neurobehavioural rehabilitation and neuropsychiatric treatment. Mike completed his training at King's College London, The Maudsley, National Hospital for Neurology & Neurosurgery, Institute of Psychiatry and The University of Birmingham. He is a co-investigator in the NIHR funded randomised trial of primary prevention of depression after traumatic brain injury.

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Dr Ben Marram

Consultant Clinical Neuropsychologist, Independent/Associate of Clarity Psychology

Dr Ben Marram is a Consultant Clinical Neuropsychologist and Chartered Occupational Psychologist with specialist expertise in acquired brain injury, neurological conditions, and psychological rehabilitation.

He is an associate of Clarity Psychology, a team providing neuropsychological therapy, consultation, and rehabilitation services across the UK.

With a career spanning NHS, independent, and medico-legal contexts, Dr Marram has extensive experience supporting individuals and families affected by traumatic brain injury, stroke, and progressive neurological disorders.

His clinical approach integrates evidence-based neuropsychological assessment with tailored therapeutic interventions, drawing on cognitive behavioural, systemic, and third-wave psychological models. Alongside direct clinical practice, Dr Marram works closely with interdisciplinary teams—including occupational therapists, physiotherapists, and speech and language therapists—to deliver holistic, values-based rehabilitation.

He also provides supervision, training, and consultation to clinicians and organisations seeking to develop neuropsychological services. Dr Marram is committed to advancing compassionate, person-centred care, with a focus on helping people rebuild their lives after neurological illness or injury.

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Natalie Mackenzie

Founder and Director BIS Services, Cognitive Rehabilitation Therapist

Natalie Mackenzie is a Cognitive Rehabilitation Therapist, Certified Brain Injury Specialist Trainer, and Certified ADHD Coach with over 25 years of experience in neurorehabilitation. As the Founder and Director of BIS Services, an award-winning organisation, Natalie has worked with hundreds of clients and families, delivering tailored cognitive rehabilitation programs that focus on areas such as fatigue management, insight and awareness, adjustment, identity formation, and strategy implementation. BIS Services is recognised as the UK's leading provider of cognitive rehabilitation, offering innovative, evidence-based solutions to support individuals with brain injuries, spinal injuries, neurodiversity, and other neurological conditions.

Natalie is also known as The Brain Injury Therapist, a global platform providing online education, one-to-one cognitive rehabilitation programs, and group memberships for individuals unable to access statutory services due to location or funding barriers. She is the author of the Fatigue Management Journal, a six-month education and tracking resource for managing brain injury fatigue, and regularly delivers training to professionals, workplaces, and educational institutions on brain injury and ADHD and fatigue management.

In addition to her clinical expertise, Natalie is the Chair of the International Society for Cognitive Rehabilitation, where she works to advance global standards and practices in the field. She has been proud to serve as a Trustee for Headway SELNWK and sits on the steering committee for KBIF, contributing to the development of neurorehabilitation services and advocacy. Natalie's academic background includes a BSc in Psychology and an MSc in Cognitive Neuropsychology, alongside extensive training in working with both adults and children across the spectrum of traumatic brain injuries, from concussions to severe injuries. Her leadership at BIS Services has also extended to integrating AI into operations, enhancing recruitment, training, onboarding, and therapy delivery to improve accessibility and outcomes for clients worldwide.

Beyond neurorehabilitation, Natalie works as a Business Strategist for health and wellness businesses, helping entrepreneurs prioritise brain health and long-term cognitive performance. She is passionate about equipping business owners with strategies to optimise focus, mental energy, and decision-making while safeguarding their brain health for the future.

Natalie's contributions to the field have earned her numerous accolades, including the NR Times Neuro-Rehab Leader of the Year and the Leadership and Management Award at the Kent Women in Business Awards. A regular contributor to industry publications such as NR Times, Natalie's expertise has been featured in The Times, The Guardian, The Independent, Stylist, Daily Express, The Sun, Medium, I Paper, The Telegraph, and more. She has also been interviewed on the BBC and local radio stations, raising awareness of brain injury, ADHD, and cognitive health. Through her leadership at BIS Services, her work with entrepreneurs, and her global advocacy, Natalie continues to push the boundaries of neurorehabilitation and cognitive performance, combining human-centered support with operational and technological innovation to deliver improved functional outcomes.

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Sarah Daniel

Director and Neurological Physiotherapist, MOTIONrehab Limited

Sarah Daniel is the Founder and Owner of MOTIONrehab Limited and a pioneering leader in neurological physiotherapy.

Driven by a clear vision to transform rehabilitation, Sarah launched her private neurological physiotherapy practice in Yorkshire in 2007. This later evolved into MOTIONrehab in 2017—an innovative organisation dedicated to improving the quality of life for both adults and children living with neurological conditions.

In 2018, Sarah realised an ambition by opening the UK's first Intensive Robotic-Led Neurological Rehabilitation Facility in Leeds, integrating robotics and virtual reality into therapy. Her mission was bold yet simple: to accelerate recovery, helping individuals regain mobility, independence, and confidence faster than traditional approaches allowed. This innovation earned international recognition, including a prestigious digital innovation award from Google and the Financial Times.

Building on this success, Sarah has expanded MOTIONrehab creating a network of cutting-edge facilities that continue to redefine neurological rehabilitation in the UK. Her approach—combining advanced technology with high-intensity, evidence-based therapy—has challenged conventional models of care and delivered life-changing outcomes for patients from across the globe.

A recognised voice in her field, Sarah is frequently invited to speak at international conferences and advise on rehabilitation service development worldwide. She remains actively involved in academic research both in the UK and internationally. Alongside her clinical leadership, Sarah also works as an Expert Witness in Civil Litigation and contributes to the education of future clinicians as a guest lecturer at universities across the UK.



Jennifer Benson

Founder and Independent Speech & Language Therapist, Jennifer Benson Speech and Language Therapy Ltd.

Jennifer Benson is an award-winning Speech and Language Therapist with over 25 years' experience in adult neurological rehabilitation, spanning both NHS and independent practice. Following a longstanding NHS career, she established her own specialist practice, which has grown over the past 7 years into a highly regarded service delivering bespoke, evidence-based intervention for individuals with complex communication and swallowing needs.

Jennifer has extensive clinical expertise in acquired brain injury, progressive neurological conditions, and complex neurodisability. Her work focuses on the assessment and management of communication within real-world contexts, with a particular emphasis on supporting clients to meet their functional goals. She has specialist expertise in augmentative and alternative communication (AAC), communication technology, and voice banking, supporting individuals to maintain identity, autonomy, and participation following neurological injury or illness. She leads a team delivering person-centred intervention across community rehabilitation settings, and works closely with multidisciplinary teams to ensure communication is effectively integrated into wider rehabilitation planning. Jennifer is actively involved in complex case management and acts as a treating therapist

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within the civil litigation arena, bringing a detailed understanding of how early decisions and communication support impact longterm outcomes. She also undertakes a select number of expert witness instructions. Jennifer holds a national advisory role as Clinical Advisor to the Royal College of Speech and Language Therapists. She is also a member of the Expert Core of the MND Association Community of Practice, contributing to national strategy, multidisciplinary education, and the development of clinical standards in MND care. Her work includes input into research, NICE guideline review, and the development of information based resources for people living with MND and professionals working with them. She is a recognised speaker and educator, contributing to teaching across clinical and multidisciplinary audiences. Jennifer has also engaged with national media on communication-related topics, particularly in relation to voice banking and the use of technology to support communication in progressive and acquired conditions. Jennifer is passionate about the central role of communication in rehabilitation and the risks associated with under-identifying communication needs following brain injury. She is a strong advocate for ongoing specialist intervention and for ensuring that communication is fully embedded within rehabilitation, to reduce the risk of breakdown and support meaningful, sustainable interaction and integration.



Dr Caroline J. Bald

Lecturer in Social Work, The Open University

Dr Caroline J. Bald is a social work academic at The Open University with a professional background in probation and youth justice. Her work sits at the intersection of social work, criminal justice, and health, with a particular focus on acquired brain injury (ABI) and its implications for education, practice, and systems design. Caroline is Chair of the Brain Injury Social Work Group (BISWG) and a Director of the British Association of Social Workers (BASW), where she leads the Criminal Justice Special Interest Group. From her role as research fellow on the NIHR Heads Together project, she works to strengthen the visibility of social work and social care within interdisciplinary brain injury contexts and to promote more integrated responses across statutory, health, and third sector systems.



Dr Mark Holloway

Senior Brain Injury Case Manage & Expert Witness, Head First

Dr Mark Holloway is a social work qualified independent brain injury case manager and expert witness and has worked with individuals and families affected by acquired brain injury since 1991. He has been a Case Manager for Head First since 2001, working across the UK and further afield. Mark is Advanced Member of British Association of Brain Injury Case Managers (BABICM), a Trustee of the Brain Injury Social Work Group, and an Executive Committee member of the International Network of Social Work Acquired Brain Injury. He is a researcher on the Heads Together project and has published academic articles and book chapters relating to brain injury and co-authored a book on the family experience of brain injury. Mark has contributed to the writing of NICE Guidelines in relation to Supported Decision Making and Rehabilitation following Brain Injury. Mark has experience in providing evidence in civil, criminal and criminal injury compensation cases, has provided evidence to the Court of Protection and written evidence for the House of Commons Select Committee on Health third report on Head Injury and to the House of Lords Select Committee review of the Mental Capacity Act. He has acted as Single Joint Social Work Expert in cases for the Family Courts and the Court of Protection and acted as an expert witness in the Family and Coroner's Courts.

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Ian Brownhill
Barrister, 39 Essex Chambers

Ian was awarded the Legal 500 Bar Awards junior of the year for Court of Protection and community care in 2023.

He is one of the country's leading specialists in mental capacity, medical treatment disputes and has a broad practice in public, human rights and regulatory law. Ian sits as a Recorder of the Family Court and as His Majesty's Assistant Coroner for Kent and Medway. Ian authored, "An Introduction to Health and Welfare Disputes involving High Net Worth Individuals" in 2025.



Ian Carrier
Partner, RWK Goodman

Ian is a partner and head of the Thames Valley Personal Injury Team at RWK Goodman. He also heads up the Spinal Injuries Team. From the start of his career Ian has specialised in personal injury work and has been conducting claims of maximum severity for the past three decades. His work is focused on traumatic brain injury, spinal cord injury and other life-changing injury claims. He also has expertise in foreign jurisdiction cases and claims involving the MIB.

Ian has been a Chambers & Partners and Legal 500 Band 1 lawyer for many years. He is a member of the Association of Personal Injury Lawyers (APIL); Oxford Medico-Legal Society and former regional chair of the Motor Accidents Solicitors Society (MASS), an organisation which lobbies the Government to ensure and protect the rights of the accident victim.

Ian acts for children and adults and is passionate about his work. He understands the complex and specific needs of seriously injured individuals and the importance of achieving excellent outcomes for them. Chambers Legal Directory's independent research asserts that Ian has "a genuine interest in you as a person", while also stating that he "is admired for his considerable experience in catastrophic personal injury claims involving brain and spinal injuries".

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”Headway has shown me that brain injury isn’t the end, that we are still full of potential and have so much to give.“

Stef, brain injury survivor

Headway UK is the leading source of brain injury information, offering specialist help at all stages of injury.

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www.headway.org.uk

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Brain injury lawyers. Here to build a team around you.

At RWK Goodman, we understand the impact that a head or brain injury can have on individuals and their families.

Always by your side, our dedicated team of brain injury experts will guide you through the claims processes, ensuring you receive the compensation you are entitled to, and any long-term needs are fully taken care of.

Speak with our team on
enquiries@rwkgoodman.com

Or visit
rwkgoodman.com/brain-injury

