



Areas of Expertise (Children and Adults)

- Major and polytrauma
- Amputation, upper and lower limb
- Orthopaedic injuries, including malalignment
- Musculoskeletal, including soft tissue injuries
- Medical conditions, including cardiology
- Burns and skin deformities
- Post-traumatic stress
- Pain management
- Developmental delay
- Workplace assessment and return to work programmes

Professional Registration and Memberships

- Health and Care Professions Council (HCPC)
- Royal College of Occupational Therapists (RCOT)
- Case Management Society of the UK (CMSUK)
- British Association of Brain Injury and Complex Case Management (BABICM)
- RCOT Specialist Section - Independent Practice, including Medico-Legal Forum

Qualifications

- Bachelor of Occupational Therapy (Honours), The University of Queensland, Australia
- Masters in Case Management for Health and Employment, University of Brighton
- Masters in Business Administration, Kingston University
- Bond Solon Expert Witness Certificate, Cardiff University
- Assessment of Motor and Process Skills (AMPS) assessor

Nicola Irwin

B(Hons)OT MA MBA

Case Manager and Expert Witness

Personal Statement

Nicola has extensive experience in the management and delivery of case management, vocational rehabilitation and expert witness services for catastrophically injured clients. Nicola has worked in Australia and the United Kingdom in both private and public healthcare and insurance sectors. Nicola is involved in supervision, training and mentoring professional colleagues, as well as devising and delivering modular teaching programmes.

Nicola is the Managing Director of Keystone Case Management and holds the responsibility for the overall business performance alongside the clinical leadership. She maintains a small caseload, supporting catastrophically injured clients.

Nicola has worked as a case manager since 1999 and has prepared litigation reports since 2005. She has been cross-examined in Court as a Care and Occupational Therapy expert. In 2012 she was the recipient of the CMSUK Case Manager of the Year award. Nicola undertakes regular refresher training in the Revised Civil Procedure Rules.

Nicola has worked at board and committee level representing membership organisations for case managers and for occupational therapists working as expert witnesses in the UK. She was a Director on the Board of CMSUK from 2017 until 2024 and in 2024 she was appointed as a Director of the Institute of Registered Case Managers, where she is currently assisting with the development of registration of case managers in the UK and chairs their Quality Assurance Committee.