



Holly Smith

Independent Case Manager Assistant
HSCMA

holly@hscma.co.uk



Adults & Children

Specialisms

Brain Injury,
Paediatric Specialist,
Complex Polytrauma.

Experience of:

Birth Injury,
Burns and Plastics,
Challenging Behaviour,
Learning Difficulties,
Mental Health
Management,
Pain Management,
Special Needs
Education,
Vocational Support.

Profile

Holly Smith is an experienced Senior Caseworker who brings calm, clarity and compassion to complex, multi-agency work, with a strong understanding of systems and how they impact people in real life.

Holly has extensive experience supporting professionals working within highly regulated, multi-agency systems. She understands the pressures case managers face in balancing client needs, reporting requirements and multi-agency coordination, and is valued for her clear, practical problem-solving and ability to bring order to complexity.

Holly works collaboratively, anticipating actions, maintaining oversight and ensuring that communication and documentation are handled reliably and appropriately. She also brings a thoughtful, compassionate approach when working with clients and families, helping to set clear expectations, reduce friction and build trust.

Her support allows case managers to focus on clinical decision-making, confident that the detail, coordination and client communication are in safe hands.

Testimonial

"In her role, Holly provides high-quality administrative and organisational support across multiple complex rehabilitation cases. She consistently demonstrates excellent attention to detail, strong communication skills, and a clear understanding of the administrative demands underpinning effective case management."

Case Manager

Location

Penrith, Cumbria

Coverage

Northern England, Scotland



The
Case Management
Community

CQC Registration Status



3HUB Ltd is Registered with CQC 21/03/2024 [Click here for CQC registration](#); 3HUB Community Members are able to use the 3HUB Ltd CQC registration and governance processes as an associate of 3HUB for clients that need regulated activity (subject to capacity).
Current Rating: CQC has not inspected this service yet.
Regulated Activity Provided: personal care; treatment of disease, disorder or injury; caring for adults over 65 yrs; caring for adults under 65 yrs; caring for children (0 – 18 yrs); and physical disabilities.

Qualifications

NVQ Level 3 – Supporting Teaching and Learning

Continuous Professional Development	Regular training and formal 3 monthly supervision. Professional development reviews and governance/due diligence checks are undertaken annually. Current Mandatory Training Certificate and Safeguarding Level 3 Certificate available on request.
Professional Liability Insurance Policy	Professional Indemnity Cover: up to £6 million per claim Public Liability Cover: up to £6 million per claim Policy details available on request.
GDPR compliant	Current ICO Certificate available on request. Data Controller: Holly Smith.
Enhanced DBS Certificate & Update Service	Full, clear enhanced Disclosure and Barring Service (DBS) certificate currently in place & update service details available on request.
Key Policies	All our policies and procedures are reviewed annually, and full details are available on request. Our suite of policies and procedures include Governance (including third party due diligence), Data & IT, Safeguarding, Safe Working & Risk Management, Employment, Clinical.