

## Who is Arabella Tresilian?

Arabella Tresilian MAHons PGDipEd is an independent CEDR-Accredited Mediator, with a cross-sector background in management consultancy and organisation development. She specialises in facilitating resolutions in health, social care and the workplace, to prevent disputes being decided in court. Known for her expertise in mental health and neurodiversity.

Find out more at [arabellatresilian.com](http://arabellatresilian.com)

- Mediator accredited by OCN (2016) and the [Centre for Effective Dispute Resolution](#) (2017)
- Post-Graduate Diploma in Educational Leadership and Management, University of Bath
- Registered with the UK's [Civil Mediation Council](#) via the Association of South West Mediators
- Associate, Medical Mediation Foundation
- Associate, Centre for Effective Dispute Resolution (CEDR Skills)
- Associate, St John Ambulance (Training and Enterprise)
- Instructor of Mental Health First Aid, MHFA England
- Speaker/Featured by: ITN News, Sky News, [BBC Radio 4's Inside Health](#), The Kings Fund, BMJ Awards, Royal College of Psychiatrists, Elder Mediation World Summit, [Financial Times](#), Psychologies Magazine, [NHS England](#), Good Housekeeping, The Sun
- Charities working with include: [Bath Mind](#), [Resolve West](#), [End of Life Doula UK](#)
- Fully insured with DBS clearance. Fluent in Spanish and available to work internationally.

## Mediation Experience: Employment & Workplace

Arabella Tresilian has over 20 years experience in management consulting and leadership. As an employment and workplace mediator, she works alongside HR teams and employment solicitors to resolve team issues before they move to dismissal, resignation or employment tribunal. She has specialist expertise in employee mental health and wellbeing.

- Boardroom / CEO disputes
- Trustee disputes
- Employment Exit / Settlements
- Grievances and Disciplinarys
- Employee / Client disputes
- Line manager / Report conflicts
- Colleague conflicts or broken relationships
- Discrimination / Equality Act 2010 disputes
- Employee sickness / mental health
- Team performance issues

Arabella collaborates with CEDR to train accredited mediators in workplace mediation skills:

[read more](#)

**“You helped me get my voice heard. I want to thank you  
for all your help. I can now get on with my life.”**

Mediation feedback

## Testimonials: Employment & Workplace

“As always, it has been a pleasure working with you. You’ll be pleased to know that there has been a huge improvement in the team’s working since the mediation and we all really appreciate your help and support, and it is always a pleasure working with you. Thank you for the feedback.”

- **Head of HR**

“Time and space to reflect. Support during reflection. An enjoyable experience in a fun and creative atmosphere. You created a supportive and safe atmosphere where I felt able to express any fears and concerns, and you were great at enabling me to work through thought-processes and reach outcomes.” - **Manager**

“Arabella was supportive and understanding, listening with patience. She gave me the confidence to express my ideas in our meeting and I found the process to be productive, focussed and extremely helpful. Working with Arabella has improved my working relationships and I am happier and more settled in the workplace.” - **Direct Report**

“Clear structure for the day. Safe space and generosity to us all. If Arabella could clone herself and send us a copy! Many thanks - a job very well done.” - **Trustee**

“Kept things open and calm. Structured well. Many thanks for a safe ‘space’ and thanks for helping us move forward.” - **Director**

“Arabella was an excellent mediator helping us navigate our way through an initial period of a new team structure.” - **Manager**

“The team found the whole experience very positive and helpful - an

immense help to them all. They appear to be working together with a more positive and united approach which is helping the rest of the teams to work with them too.” - **HR lead**

“Arabella was supportive and constructive in our preparations for and experience of mediation. Her emphasis on expressing our feelings led to a more positive outcome than we had anticipated.” - **Board member:**

“I highly recommend working with Arabella on team development. Arabella’s warmth and understanding attitude creates an environment where you feel that you can share anything without judgement.”  
- **Employee**

“Having a Team Development workshop with Arabella was really helpful and valuable in giving the five of us space to talk about our concerns and to decide upon more positive and effective ways of working in the future.”  
- **Manager**

## Mediation Experience: Health & Social Care

Since 1999, Arabella has worked with 100s of social workers, doctors, nurses, community health workers, psychiatrists, psychologists, police officers, teachers and NHS management professionals across the UK as a trainer, management consultant, patient, patient researcher, and kinship carer. Her mediation, facilitation and team development work includes:

- Patient/Professional Mediation (via [Medical Mediation Foundation](#))
- Local Authority / Provider / Customer disputes
- Clinical Commissioning Group disputes
- Court of Protection
- Mental Capacity Act / DoLs
- Judicial Reviews
- Care homes
- Lasting Powers of Attorney / Family disputes
- End of Life Care / Elder Mediation
- Mental Health Act / Care Act

Arabella is a lead researcher/trainer on the UK pilot project to train social workers in conflict resolution skills

## Testimonials: Health & Social Care Mediation

“Arabella led the session extremely well, her methods of allowing each party to share information without interruption allowed all voices to be heard and fostered an open and honest discussion from all parties.”

- **Social Worker**

“Mediation feels quite daunting, scary and uneasy initially, but after some time of being with Arabella and my colleagues and passing ideas around, you feel much more at ease and start to gain valuable ideas and get somewhere.” - **Patient**

“I feel a lot more confident to deal with things as they come up now in a calm manner. Thanks for your support - it has made a difference to me and my family.” - **Social care client**

“Mediation is something we never considered. When we went we both felt very uncomfortable and was unsure of what the day would bring. Once there you made us feel safe. The structure of the day gave everyone an opportunity to speak openly but knowing you were there gave us a safe place to do this and not be judged. Thank you once again for enabling us to be listened to and to listen to others.” - **Foster Carers**

“Thanks so much for your facilitation yesterday and your kindness and support. It was great that some kind words were spoken between [the other party] and ourselves and it feels like the resolution we came to is manageable.” - **Social Care Tenant**

“The mediator was extremely good at putting me at ease and was good at her job” - **Patient**

“The flexibility and openness of the mediator was so helpful.” - **Advocate**

“Arabella was very caring, compassionate and really easy to talk to. She made me feel at ease and able to open up. Arabella has made this process much easier.” - **Patient**

“[The housing association] have moved [my neighbour]. I really believe they would not have done this without your involvement. You helped me get my voice heard. I want to thank you for all your help. I can now get on with my life.” - **Social Care Tenant**

## Health & Social Care Cases - examples of cases undertaken:

**Court of Protection:** a court-ordered mediation concerning the care of a person living dementia, involving the local authority, P’s legal representative, and the family members and their legal representatives. A care plan, with timeline for change of residency, was agreed.

- Commissioned by: Adult Care Mediation / Local Authority / [Conroys Solicitors](#), 2020.

**Court of Protection:** a ‘pre-legal proceedings’ mediation between family members in disagreement over Covid-safe visitation protocols for a relative living with dementia.

- Commissioned by: Medical Mediation Foundation / Family, 2020

**Paediatric Palliative Care:** facilitating Emergency Care Planning where disagreement on plans existed between the medical team and the family of a young child with a life-limiting condition.

- Commissioned by: Medical Mediation Foundation / NHS Hospital Trust, 2020

**Court of Protection:** the court-ordered mediation of a dispute between a local authority and paid carers on the future care of a young adult with learning disabilities (including autism) and mental health difficulties. Working relationship restored, and P's care plan agreed upon.

- Commissioned by: [Ashfords LLP](#) / Local Authority, 2020

**Judicial Review:** a long-running dispute with Judicial Review proceedings underway, in which a group of patients were challenging the decision of a statutory health and social care provider to withdraw current care plan. Parties to the mediation included: patients, clinician, health senior manager, solicitors, barrister and patient advocate. Parties agreed steps forward to resolve the dispute and to end JR proceedings.

- Commissioned by: [Medical Mediation Foundation](#) / [Foot Anstey LLP](#) / [Leigh Day LLP](#), 2019

**Court of Protection:** co-mediator to a court-ordered mediation involving a family in dispute with a Local Authority about the care provision for a young adult with learning disabilities and mental health difficulties.

- Commissioned by: [Adult Care Mediation](#) / [LeighDay LLP](#) / Local Authority, 2019