



The role of a  
**Case Manager**



# Introduction

Welcome to ILS case management. Operating from our head office in Wiltshire, UK, we provide case management and rehabilitation services on a nationwide scale.

**When a person's life has been changed by injury, we address the practicalities. We work with children and adults who have had moderate or catastrophic, complex injuries. We assess individual needs and are able to provide a comprehensive case management and rehabilitation service designed to maximise independence.**

Within our team we have case managers who specialise in the care of clients who have:

- Acquired brain injury.
- Spinal cord injury.
- Trauma injury.
- Cerebral palsy.
- Multiple orthopaedic injuries.
- Mental health issues.

*"We definitely feel safe with our carers, they are really lovely and we are so lucky"*





# What to expect from your **Case Manager**

ILS case managers are committed to helping maximise their client's independence. They will work closely with their families, fund-holders, and care teams in order support every aspect of the clients' physical, intellectual and emotional wellbeing.

*“Case Management is an active process devoted to the co-ordination, rehabilitation, care and support of individuals with complex clinical needs, and their families. It aims to facilitate their independence and improve their quality of life whilst acknowledging safety issues”*

*British Association of Brain Injury Case Managers*

*“Case Management is a collaborative process which: assesses, plans, implements, co-ordinates, monitors and evaluates the options and services required to meet an individual's health, social care, educational and employment needs, using communication and available resources to promote cost effective outcomes”*

*Case Management Society United Kingdom*





## Case manager involvement

The required level of case management involvement will depend on the clients' needs, and the needs of their family. Initially, there may be weekly contact, then later, it may decrease to as little as quarterly visits.

*“Since ILS helped me to employ carers my son has been more alert, stimulated, and engaged”*

## Involvement in the Legal Process

A case manager is a qualified professional with knowledge and experience of the day-to-day challenges that their client and their loved ones may face. The case manager may be an occupational therapist, physiotherapist, speech and language therapist, nurse or social worker. However, he/she is separate from the personal injury legal process, their duty of care is wholly to their client.

The case manager's notes will be shared with solicitors, because they can give a holistic account of the clients' needs, helping to facilitate the legal process.

*“I cannot express highly enough the benefit of having our own Case Manager. We have been extremely fortunate to benefit from their expertise in dealing with severely disabled children”*





# What to expect from an ILS Case Manager

## Before the case is settled

The Case manager will initially visit the client and their family representative to work with them to complete a comprehensive assessment of their needs. Following this visit, they will produce a report with their recommendations for potential case manager involvement. A copy of this report will be sent to the solicitor, who should go through it with you. The case manager will be able to start working with the client immediately once the solicitor gives the go-ahead.

The first step for the new case manager will be to help the client and their relatives to identify and prioritise what they would like to achieve. Together, they will then make a plan of clear steps to achieve these goals. Moving forwards they will help the client to achieve these goals and in turn, regain and maintain the best quality of life. They will consider every aspect of the clients' physical, intellectual, and emotional wellbeing – and act as an advocate for them when required. Case managers have the flexibility and resourcefulness to solve problems as they occur, but most importantly, they will usually have the experience to foresee most issues before they occur.

## Case management support will include:

- **Care and Support:** Recruitment, training and managing carers and support workers. Emotional and practical support for the client, their family and friends.
- **Accommodation:** Arranging adaptations to ensure that the client can live comfortably at home.
- **School / College / Work Placement:** Helping the client to get the most out of their education.
- **Leisure:** Facilitating activities.
- **Arranging and coordinating therapy input:** Statutory or private providers.
- **Equipment:** This could be anything from a wheelchair, to assistive technology, helping the client at home, work or school, and arranging transport.
- **Anything to lighten the load:** From attending hospital/expert appointments with the client, to speaking with the solicitor or applying for benefits.
- **Liaising:** Liaising with funders to ensure adequate funding is available to meet the clients' needs.

*“Our Case Manager is an essential link between our family and our solicitor – she often asks him questions, and acts as a ‘buffer’, protecting us from difficult answers”*



# What to expect from an ILS Case Manager

*“ILS have been very supportive, they have supplied the right equipment and specialists for my needs. I cannot speak highly enough of the company”*

## After the case is settled

The cost of long-term case management, depending on what's required, is usually covered within the personal injury claim. This means that case management need not stop once the case is settled.

### Long term support that Case Managers can provide:

- **Care and Support:** Managing support staff and dealing with employment issues as they arise, such as re-recruitment and adapting and maintaining a care or support team.
- **Accommodation:** Helping to identify a suitable property and arranging adaptations if necessary.
- **Assistance with budgeting.**
- **School / College / Work Placement:** Support with the transition between educations.
- **Leisure:** Helping the client to identify and pursue new activities.
- **Therapy input:** Finding the right therapy as the clients' needs change over time.
- **Equipment:** Servicing, replacement and considering new products.
- **Anything else:** Anything else that will lighten the load.



# Why choose us?

- ILS is a leading provider of case management and rehabilitation services on a nationwide scale.
- We have total client focus and this is at the forefront of everything we do.
- ILS is registered and inspected by the Care Quality Commission, and regularly receive excellent reports.
- Our 54 case managers have over 300 years' experience between them.
- All of our case managers are registered with BABICM and CMSUK. Currently, we have over 17 case managers who have achieved advanced registered practitioner status with BABICM.
- All of our case managers and rehabilitation solutions therapists maintain their registration with the HCPC or NMC and their relevant professional bodies.

*“Having the company employed to facilitate care has changed my life”*

- We place huge importance on maintaining professional standards. Each case manager and therapist has a professional mentor or coordinator who is highly experienced in case management and working with ILS. Not only do mentors provide support to their case managers, they are also there to provide cover when the case manager is away, for example, on holiday.
- Our head office team in Wiltshire work to provide continuous support to our clients, case managers and therapists; we have dedicated operations, administration, IT, learning and development, Finance, HR, and Payroll teams in place to ensure that our clinicians can focus solely on the care of their clients whilst maximising efficiency, cost-effectiveness and value for money.
- We are experts in supporting 24 hour care teams, we have recruited, supported and managed over 500 carers.

For more information visit:

[www.indliv.co.uk/about-us/why-choose-us?](http://www.indliv.co.uk/about-us/why-choose-us?)

*“ILS has been a life saver. I was finding it difficult to cope with the demands that my son’s condition brought to the whole family. I couldn’t see a way forward, but the company has given me my life back”*



*“Many companies and people claim to put the client at the centre of things – unfortunately they fail in the majority of cases – ILS succeeds! There are numerous examples where my Case manager’s advice, knowledge or ideas have been of significant benefit”*



T: **01722 742 442** ● [www.indliv.co.uk](http://www.indliv.co.uk) ● [mail@indliv.co.uk](mailto:mail@indliv.co.uk)

**Head Office:** 2 Wilton Business Centre, Wilton, Salisbury, SP2 0AH

Copyright © 2016 Independent Living Solutions All Rights Reserved

*\*Please note, all of the quotes in this document are from real families who have used, or are still using, the services of Independent Living Solutions Ltd.*