



The role of a case manager

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It's common following a brain injury for a case manager to be instructed as part of your claims process. Your case manager will work alongside your legal team and other health and social care professionals, to co-ordinate everyone to ensure your needs, and those of your family, are being met.

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

Case managers have the knowledge and experience of the day-to-day challenges that you and your loved ones may face. They may be an occupational therapist, physiotherapist, speech and language therapist, nurse or social worker and their duty of care is wholly to you, their client.

Initial visit

A case manager will initially visit you and your family to complete a comprehensive assessment of your 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 your solicitor, who should go through it with you. The case manager will be able to start working with you immediately once your solicitor gives the go-ahead.

The first step for your new case manager will be to help you and your relatives to identify and prioritise what you would like to achieve. Together, you can then make a plan of clear steps to achieve these goals. Consideration will be given to every aspect of your physical, intellectual and emotional wellbeing – and your case manager can act as an advocate for you 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.

What support can a case manager give?

Case management support may include:

- Help setting up and monitoring a package of care, including the recruitment and training of carers, as well as dealing with employment issues as they arise.
- Ensuring your property promotes your independence – this may involve liaising with architects, builders and therapists to adapt your existing home to suit your needs, or helping to locate a suitable new property.
- Locating appropriate residential placements if applicable.
- Researching work, recreation, leisure or play activities to promote your rehabilitation including identifying new activities to pursue.
- Arranging and coordinating therapy, both statutory and private providers.
- Liaising with professionals to ensure that you have access to equipment to promote your independence, comfort and safety.
- Co-ordinating with the education authority, special educational needs coordinator and teaching team to ensure that, if applicable, an appropriate Education Health Care Plan is in place to support children throughout school.
- Working with you and your family to enable inclusion and participation, which may include helping you plan for a holiday or social activity, liaising with your solicitor and/or deputy, if applicable, to keep them up to date and ensure adequate funds are available to meet your needs.

After your case has 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 and long term support from a case manager can continue.

For more details

Call **0800 612 9660 / 0330 311 2541**

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