



What is Case Management?

Case management is about the coordination of rehabilitation, care and support for people with complex health and social needs. The main aim of case management is to increase a person's independence and improve their quality of life.

What is a Case Manager?

A case manager is someone employed to provide case management. A case manager is usually employed on a private basis, but they may also become involved through social services.

A case manager is usually someone with a background in nursing, therapy or social work. They should be suitably qualified and have experience relevant to the person who they are being asked to support. For example, for a person with a brain injury, the case manager should have a background in, and experience of, dealing with the issues associated with brain injury.

Why Would I Need a Case Manager?

As a result of your injury, it may be that you and your family would benefit from the additional support and guidance provided by a case manager. The involvement of a case manager might be suggested by a medical or care expert in your case, or by your solicitor. Ultimately, the role of the case manager is to help lessen the burden on you and your family.

What Does a Case Manager Do?

The case manager assesses your needs and those of your family to try and help identify resources to maximise independence and enhance rehabilitation. A case management plan is usually prepared, which is tailored to be relevant to your needs.

The involvement of a case manager can be in 3 stages:-

1. Assessment

The case manager will initially gather relevant information from a range of sources including you and those close to you. The case manager may also gather information from medical and other health professionals, solicitors involved in the personal injury claim, employers and friends. This information helps the case manager to develop an appreciation of your needs. It also helps them to understand how this may impact on your level of independence, personal safety, family and social life, finances and job opportunities.

2. Planning

Based on the information they obtain, the case manager will then develop a plan. The plan should address guidance, support and advocacy issues. The plan should also establish rehabilitation goals and give a framework for recruiting and training the necessary support staff and carers to help you achieve his/her goals, if that is what is needed. The case manager will also identify how to seek out the most appropriate and cost effective resources to achieve this.

3. Implementation

The case manager will provide support to ensure that your views and wishes will be heard and understood. The case manager will liaise with professionals to facilitate open and honest communication between all those involved, and to make sure that you and your family understand the advice.

In addition, the case manager acts as a point of reference. They have knowledge and expertise and will help with decision-making.

The case manager will co-ordinate health, rehabilitation, social service and voluntary agencies to make sure the appropriate rehabilitation is provided. This might mean establishing the necessary level of care at home or in a residential setting by liaising with external agencies to help obtain the funding necessary to meet these needs.

Once the support or treatment is in place, it is the job of the case manager to continually review the package and make changes as appropriate. This will normally involve regular meetings with you to discuss ongoing needs, and to address any specific problems that crop up. The case manager will normally also be responsible for the recruitment and training of any support workers needed to provide care and support.

The case manager is obliged to prepare and maintain written records and produce reports.

Who Pays?

If the case manager is employed on a private basis, you would be liable for the case manager's charges, though funding which will usually be provided through your claim. This is normally via an interim payment. Money provided by the Defendant will be used to recruit a case manager and thereafter to allow them to set up a suitable package for care and rehabilitation.

The costs of the case manager and associated care will be claimed back from the Defendant as part of your personal injury claim. Provided that there is support for the need for case management (e.g. from the medical or care expert) and the Court accepts that the costs incurred are reasonable, those costs should be recovered as part of the claim.

What happens next?

Whether you wish to work with a case manager is up to you; this may have been recommended by other assessments or we may have recognised the potential benefits for you, based upon our knowledge of your situation and experience of ways of helping. It is important that you are personally happy with the choice of case manager as you may be having regular contact with them, and a good working relationship is essential.