



Minor & Moderate Injury Case Management

Service Information



Combining clinical experience and case management skills to meet the needs of the client is key to our award-winning client centred case management service. As this is a telephone-based service which our rehabilitation case managers can access, our service is delivered nationwide for all injury types.

What the service offers:

- A Telephone Assessment carried out by a health professional.
- On appropriate cases, there may be a request for a follow up assessment, which could be face-to-face, and may be one of; Hand and Upper Limb Evaluation, Vocational Assessment, Equipment Needs Assessment; Worksite Assessment.
- A clear, simple and goals-focused Rehabilitation Plan with regular contact and monitoring of the Plan.
- Engagement with all stakeholders to support a safe and sustainable return to work.
- Organisation of agreed treatments and therapy through approved providers.

Who is the service for?

We support adults, who have experienced minor and moderate injuries and require rehabilitation support to return to work or function.

How is the service delivered?

- The client is placed at the centre of the rehabilitation plan using a holistic biopsychosocial approach.
- We implement and co-ordinate all resources required to ensure the planned rehabilitation programme is successful and achieves the goals focused outcomes.

- Running alongside the medical rehabilitation plan, we work with employers or education establishments.
- The Rehabilitation Case Manager is supported by a Clinical Team Leader and named Technical Team members to ensure there is always continuity of service.
- Regular contact with all stakeholders to produce a positive outcome for the clients, their representatives, solicitors and funders.

The job of the Rehabilitation Case Manager

- Our experienced and qualified Case Managers work in accordance with NICE guidelines and the 2015 Rehabilitation Code.
- Agree goals, set timescales, and estimate likely costs for the Rehabilitation Plan.
- Implement and co-ordinate all resources required to ensure the planned rehabilitation plan.
- Ensure a safe, sustainable return to work, to include a phased or graded return, as appropriate.
- Consider the domestic circumstances and vocational situation and instruct for additional assessments.

How to refer a case

For our case management services, you can instruct us by telephone or by visiting proclaim-care.co.uk, then clicking 'Refer a Case'.

For further information please call on 01698 207 755,
or email helpis@proclaim-care.co.uk or visit proclaim-care.co.uk

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