



## 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](http://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](mailto:helpis@proclaim-care.co.uk) or visit [proclaim-care.co.uk](http://proclaim-care.co.uk)

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