



Serious & Catastrophic 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. All our rehabilitation case managers are health professionals and our service is delivered nationwide for all injury types.

What the service offers:

- An Immediate Needs Assessment (INA), carried out by meeting the client face to face at their home or workplace.
- On appropriate cases, the INA is combined with; Hand and Upper Limb Evaluation, Vocational Assessment, Equipment Needs Assessment; Worksite Assessment.
- A clear, simple, goal-focused Rehabilitation Plan, with regular contact and monitoring.
- Engagement with all stakeholders to support a safe and sustainable return to work and / or education.
- Organisation of agreed treatments and therapy through approved provider.

Who is the service for?

We support adults and children who have experienced major trauma or catastrophic injuries or illness that have life changing impact.

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.
- The Case Manager is supported by a Clinical Team Leader and Technical Team members to ensure there is always continuity of service.

- Alongside the rehabilitation plan, we work with employers or education establishments.
- Regular contact and meetings with all stakeholders to produce a positive outcome for the clients, their representatives, solicitors and funders.
- Virtual assessment and treatment for appropriate cases.

The job of the Rehabilitation Case Manager

- Our experienced and professionally qualified Rehabilitation 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 or education plan, to include a phased or graded return, as appropriate.
- Consider the domestic circumstances and vocational situation and instruct for additional assessments, for example, Functional Capacity Evaluation or Ergonomic Evaluation.

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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