



## 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.

- 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.

#### 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.

#### 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 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.

#### 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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