



Brain Injury & Complex Case Management A Guide For Solicitors



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The British Association of Brain Injury and Complex Case Management (BABICM) was established in 1996 and is the representative body for Case Managers.

BABICM provides a structure for the continued professional advancement of case management, and promotes best practice to address and manage the needs of people with brain injury and other complex medical conditions. Members are required to meet professional standards, practice competencies and uphold the BABICM Code of Ethics. As well as undertaking the appropriate training and continuing professional development, BABICM members also have to confirm their 'fitness to practise' annually. The BABICM competencies for Case Managers and standards for case management are available from the organisation.

The organisation's mission is to ensure that the needs of people with brain injury and complex medical conditions are recognised and met through excellent case management.

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Definition of case management

Case Management is a collaborative process which assesses, plans, implements, co-ordinates, monitors, evaluates and reviews the options and services required to meet an individual's health and wellbeing, social care, educational and/or occupational needs, using communication and available resources to ensure quality, cost-effective and safe outcomes. Case management has a well-established role in managing individuals with brain injury and complex medical conditions.

Case Managers are qualified health or social care professionals . BABICM members have a range of professional backgrounds including occupational therapy, social work, psychology, nursing, speech and language therapy and physiotherapy. They have extensive skills and experience of working with children, young people and adults who have a brain injury or complex needs. All Case Managers listed on the BABICM website www.babicm.org are Advanced Registered Practitioner Members. They have completed an Advanced Membership Assessment and have significant experience (equivalent to 3500 hours or three years full time working), skills and knowledge of working with individuals who have brain injury and complex needs. They also have extensive knowledge about rehabilitation and what is required to improve the individual's day-to-day life.

Case Managers have a wide range of responsibilities

A Case Manager assesses, plans, implements, co-ordinates, monitors, evaluates and reviews the services required for their client. They work closely with the client to identify what is important to them currently, and what might be important in the future. This involves advocating on behalf of the client and close liaison with the wider team of professionals. As the client's life changes, the Case Manager will review their needs, work collaboratively with other professionals, implement the necessary changes and provide ongoing support. Regardless of who commissions the case management service, the Case Manager's duty of care is always to their client.

Case management sits outside the litigation process. Case Managers are employed in many sectors including the National Health Service, Social Services, privately and in insurance companies. They provide services across the UK, some also work in other European countries, and they work with clients in their homes or place of residence.

The key responsibilities of a Case Manager are:

Summary of key responsibilities

- Accept appropriate referrals in line with BABICM's best practice guidance
- Identify the client's needs and make recommendations
- Work with the client to agree and implement a plan
- Use current research and best practice to guide case management intervention
- Identify and commission most appropriate services to meet the client's needs e.g. involve the multidisciplinary team, have a support worker package or utilise community activities
- Keep the referrer updated regarding the work with the client
- Be client-centred at all times
- Develop a positive working relationship with the client and family
- Regularly review and report on progress to the client, family, professionals and legal team
- Work continually to achieve optimum clinical outcomes cost-effectively
- Maintain accurate chronological clinical records of the work undertaken for the client
- Adhere to the BABICM Code of Ethics

Considerations for commissioning a Case Manager

Best 'match' - Ensure there is adequate time to identify the best 'match' between the Case Manager and the client. It is important to consider the client's preference, the Case Manager's approach, skills and expertise, as well as geographical location.

Fees - There is usually a fixed fee for an initial case management assessment, and an hourly rate for time visiting the client, report writing, professional meetings, coordination and management of services, telephone contact and record keeping.

Travel and mileage are charged at a different rate. There may also be a different rate for any medico-legal tasks e.g. attendance at a case conference, providing a witness statement or attending court as a witness of fact. Casemanagement companies may also charge an administrative fee for work carried out by administrative staff.

Further information and a list of Case Managers are available on the BABICM website:

www.babicm.org

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