



Checklist for Choosing a Brain Injury or Complex Conditions Case Manager

<u>Consideration</u>	<u>Details</u>	Y	N
Is the candidate a registered health care professional?	Such as an occupational therapist, nurse, social worker, psychologist, physiotherapist or speech and language therapist		
Have you checked their registration with HCPC or NMC?			
How long have they been qualified?			
Does their CV indicate that they have a good amount of experience in their profession?			
Is the case manager receiving regular clinical supervision?			
Are you satisfied with their data protection processes?			
Is the person registered with the CQC/CWC/Care Inspectorate?	This is essential for directly employed staff who are completing regulated activity		
Does the person have an up to date DBS check?			

Is the person a member of BABICM?			
Are they insured for their case management work?	This may be different to insurance held with a body such as RCOT		
Does the skills of the case manager match the client?	i.e. the skillset, their knowledge and experience match the needs of the client?		
How geographically close is the case manager to the client?	Will there be regular visits that make a further distance disproportionately expensive		
How much is the hourly rate?	Is this in line with the industry standard?		
Does the case manager have capacity in their workload?	Will they have the time to respond in a timely manner and provide a good service?		
Does a meet and greet visit need to happen before instruction?			
Have you agreed a timescale for reports, frequency of updates, and how goals are being met?			

