

## QUESTIONS TO ASK A POTENTIAL CASE MANAGER



Along with so many other things following brain injury, working with a case manager can be a completely new experience and you may not be sure what to ask when you meet a case manager, or are asked to choose between several different case managers. It is important to feel you can build a working relationship with your case manager, but you also need to know that they have the experience to work with you.



### Some helpful questions to ask include:

- Can you tell me about your approach to case management?
- How will you support me?
- What can I expect from you?
- Are you a registered health or social care professional?
- Do you have experience of working with my condition or with people with the same injury?
- How long have you been qualified?
- Will you be able to visit me in person?
- How far away are you based?
- Do you receive supervision/mentoring support from another experienced case manager?
- Are you a practitioner member of BABICM?
- Is your organisation registered with the CQC (if overseeing of a directly employed care package may be needed)?
- What is your availability for calls and email contact?
- What arrangements are in place when you are away on holiday?
- Who is your duty of care to?
- Are you, or the company you work for insured?