



What is a Case Manager?

At Ashtons Legal our Injury services teams understand that many aspects of day to day life can be affected for our Clients and their families following a serious injury or medical accident. Most clients have never been in this situation before and it can be a confusing and difficult time for them and their families. Ashtons Legal have 'in-house' support through our rehabilitation service. This includes access to our Rehab Co-ordinators who are able to assist with rehabilitation and support right from the very start, whilst arrangements are made for a rehabilitation Case Manager to be appointed as part of the formal claim process.

A Case Manager is a trained healthcare professional; often an Occupational Therapist or Registered Nurse, who will not only have the appropriate qualifications but also the skills and experience required. When it comes to appointing a Case Manager, we will liaise with you to ensure that you are comfortable with the choice, before they are appointed. This is important as they will be one of the main points of contact for you in terms of your rehabilitation and support needs and you will work closely with them, throughout your rehabilitation. Their primary role is to assess and understand your needs (as they are and as they evolve) and work towards how best to meet them. This is likely to involve liaising with existing NHS and any other medical teams involved in your care, as well as linking up with and advising in terms of accessing more general support services. The Case Manager will also liaise with the legal teams to ensure they, too, properly understand your needs.

Role of the Case Manager

The role of a Case Manager is multi-purposed. In summary, they are there to support you. The following are examples of some of the functions they carry out:

- An initial assessment of your needs will be completed, generally at home or in hospital. The Case Manager may ask for a family member to assist and be present. Following assessment, a report will then be prepared.

- Within the report, which is called an 'Immediate Needs Assessment' ("INA"), details will be given of injuries sustained, treatment which has taken place and how these have affected you at home, work and socially.
- Where appropriate, recommendations will be made within the INA report for any further treatment, specialist referral and rehabilitation.
- Once agreed with you, we will then look to implement the recommendations made in the INA report and the Case Manager will assist in terms of co-ordinating the recommendations and addressing your rehabilitation and support needs.
- Assist with recruitment, selection and training of any support workers who may be required to assist with your rehabilitation and to support you, generally.
- A Case Manager is able to act as your representative and can communicate with the medical teams / clinicians, as well as, for example, Social Services, Benefits Agency, etc.
- Assist with researching/sourcing any equipment, transport needs, charity support and adaptations to your home.
- To source appropriate specialist therapists to support your rehabilitation and obtain regular reports from those involved.
- If required, they can communicate with school / college and employers to ensure that needs are being met and to assist with the exchange of information.
- To assist you to reach your rehabilitation goals and to regularly review them to ensure that they remain appropriate and achievable.
- Review available sources of information and complete regular reports to update the parties of progress and make further recommendations, as required.



‘Case Management is a collaborative process which: assesses, plans, implements, co-ordinates, monitors, and evaluates the options and services required to meet an individual’s health, social care, educational and employment needs, using communication and available resources to promote quality cost effective outcomes’.

(Case Management Society UK)

More information

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