

A Private Case Manager's Perspective

presented by
Lindsay Wasserfall

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The CM Process

1. Referral received from personal injury lawyer and / or insurer:
 - Usually considerable time since injury, often things at crisis point at home and statutory involvement has long since ceased
 - Rehabilitation journey differs with each client (acute, rehabilitation, community)



CM Process Cont....

2. Initial needs assessment undertaken
3. Implementation of approved recommendations, this often accessing of private treatment
4. Active involvement, liaison with all parties, review and monitoring of goals



Benefits

- One key person acting as liaison between services
- Facilitate open communication in advocating for client
- Encourage client to drive the process
- Knowledge of statutory and private services with opportunity to get things moving
- Understanding of brain injury
- Support for family / carer, relieving the burden
- Multi-dimensional in focus
- Employing a support worker



Challenges

- Education of health professionals about CM
- Increased awareness and expectations
- Employer support
- Developing networks and relationships
- Knowledge of local resources
- Access to independent living trials
- Community care assessments inadequate
- Keeping the GP informed



Challenges cont...

- Difficult to get co-operation with social services when there is a personal injury claim
- Often years before there is any money and often a shortfall
- Disillusioned with statutory services eg. termination of rehabilitation due to funding
- Employing appropriate support workers in London



Case Study

- 24 year old male with severe TBI in RTA, unrestrained passenger
- Discharged from acute service to community rehabilitation team
- Case Manager appointed 2 years post injury, recommendations approved and funding agreed for 6 months only
- Limited progress with cognitive deficits due to lack of insight
- CM agreed goals and worked with family to address needs



Case study cont...

- Vocational rehabilitation programmes not appropriate to him at present
- No funding since January 2008
- Interim payment applied for and received in October 2008, now able to explore independent living and employment of support worker
- Issues: Local council do not recognise his need, still improving and changing
- Build rapport with client and family....in it for the long haul.



Questions?