



Northern Case
Management

Occupational Therapy and Case Management

Statement of Purpose

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Leeds Office – Sugar Mill, Oakhurst Road, Leeds, LS11 7HL ☎ 0113 277 5595 Fax: 0844 809 4649

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Northern Case Management Limited Registered in England No. 05375165

Statement of Purpose

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Contact Us

Head Office Address:	Northern Case Management Limited Brenton Business Complex Bond Street Bury BL9 7BE
CQC Provider ID	1-101679854
Location ID	1-120798478
Telephone:	0161 763 4734
Fax:	0161 763 4751
E-mail:	info@northerncasemanagement.com
Managers email address:	ar@northerncasemanagement.com
Website:	www.northerncasemanagement.com
Office Hours:	08:30 to 17:30 Monday to Thursday 09:00 to 16:00 Friday
Out of Hours Contacts:	24 hour answer phone with emergency advice line contact number.
Registered Manager	Andrew Rose
Percentage time spent at location	The registered manager or senior director are present at the Leeds office 5 days out of 5 each week
Regulated Activity managed at this location	Personal Care for clients with complex needs
Description of this location	The service is run from purpose designed offices. The offices have wheelchair access, private meeting rooms and a training room. All case managers are registered health professionals and care and support workers are expected to achieve at least a level 2 diploma in health and social care plus specialist in house training.

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Leeds Office Address:	Northern Case Management Limited Sugar Mill Oakhurst Road Leeds LS11 7HL
Location ID	1-310881628
Telephone:	0113 277 5595
Fax:	0844 809 4649
E-mail:	info@northerncasemanagement.com
Managers email address:	ar@northerncasemanagement.com
Website:	www.northerncasemanagement.com
Office Hours:	08:30 to 17:30 Monday to Thursday 09:00 to 16:00 Friday
Out of Hours Contacts:	24 hour answer phone with emergency advice line contact number.
Registered Manager	Andrew Rose
Percentage time spent at location	The registered manager or senior director are present at the Leeds office 3 days out of 5 each week
Regulated Activity managed at this location	Personal Care for clients with complex needs
Description of this location	The service is run from purpose designed offices. The offices have wheelchair access, private meeting rooms and a training room. All case managers are registered health professionals and care and support workers are expected to achieve at least a level 2 diploma in health and social care plus specialist in house training.

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Registered Provider

Northern Case Management Limited is a private limited company that is registered with the Care Quality Commission (CQC) as a rehabilitation service and domiciliary care service for carrying out the regulated activity of personal care.

Insurance

Policy	Professional Indemnity	Employer's Liability	Public Liability
Insurer	Zurich	Zurich	Zurich
Sum Insured	£5,000,000	£10,000,000	£1,000,000

Introduction

Northern Case Management (NCM) was established in 1997 to provide rehabilitation and support to people with acquired neurological damage (i.e. brain and spinal cord injury) and empower them to develop their full potential and enrich their lifestyle through providing a comprehensive Client focused service.

Since 1997 NCM has continued to expand to meet the increasing requirement for case management services for people with acquired neurological damage and now has a multi-disciplined team of 22 case managers, all health care professionals, plus support staff working out of offices in North Manchester and Leeds providing a service to the whole of the north England and North Wales.

The Role of a Case Manager

The role of a case manager is to provide a service to clients by assessing, facilitating, planning and advocating for their needs on an individual basis.

This ensures that management is client focused; that the most appropriate services are accessed; and that continuity, consistency and structure are maintained.

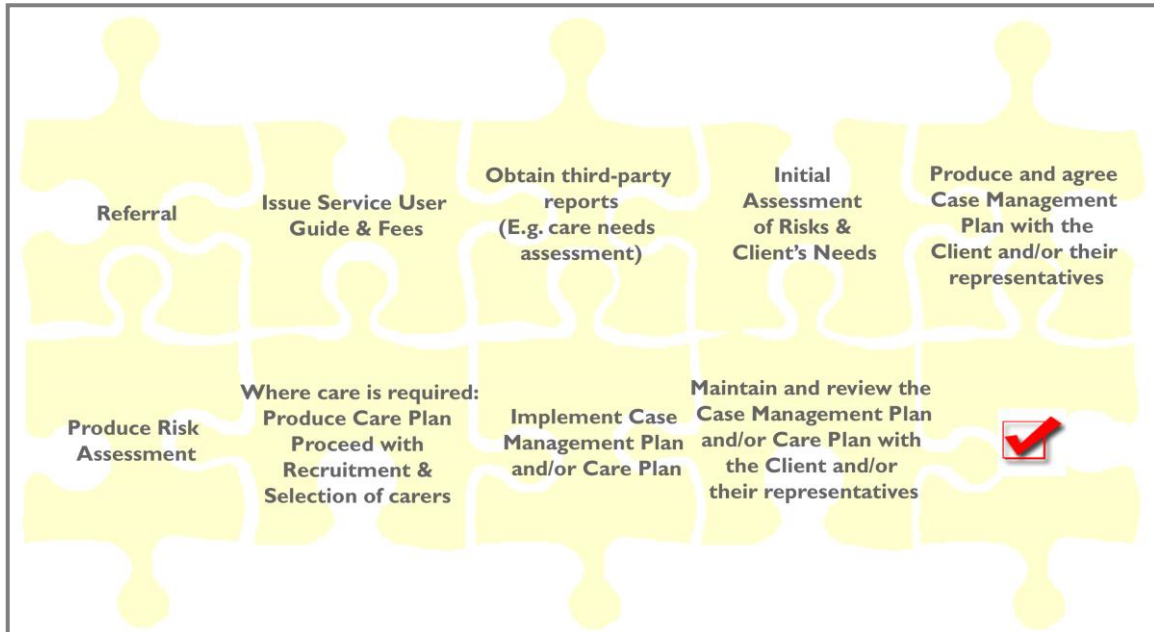
Who do we provide the service to?

We specialise in providing a non-discriminatory service to people with acquired neurological damage i.e. brain and spinal cord injury for all ages from children to older people in a domiciliary setting.

We also provide services for others with complex care needs such as Cerebral Palsy, spinal injuries, multiple orthopaedic injuries, amputations and other complex disabilities

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Process for the Delivery of the Service

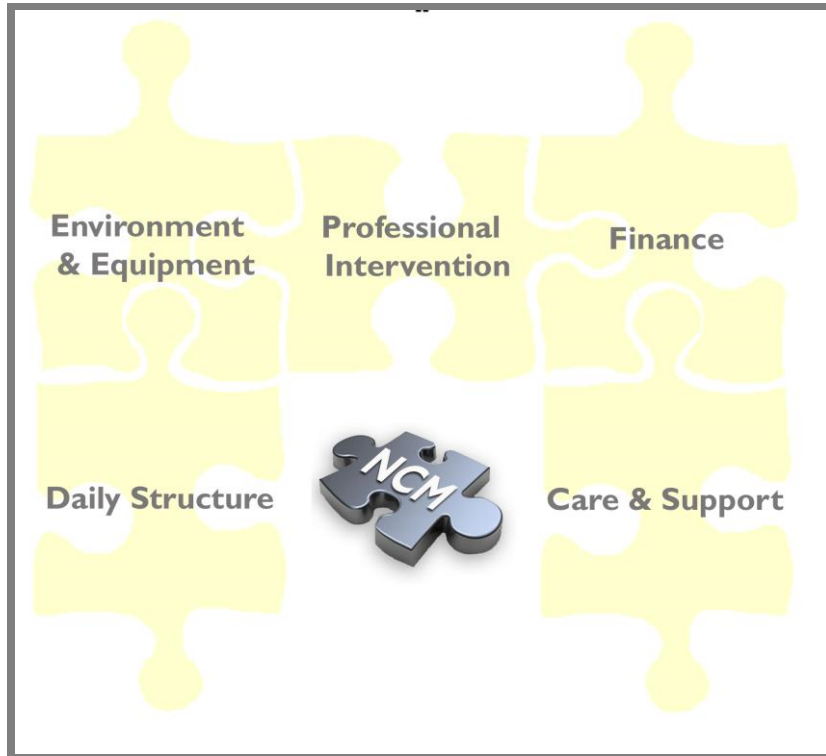


Intervention by the Case Manager

Intervention by the Case Manager on behalf of the client will include:

- ✿ Direct contact with the Client, their family members, representatives and support workers in their own home, voluntary/school/college/work facility or leisure environment
- ✿ Indirect contact by liaison with Solicitors, Finance Deputies and appropriate agencies and other professionals for the benefit of the individual
- ✿ Documentation of intervention
- ✿ Prioritise and arrange the appropriate services in order to provide a comprehensive and proactive action plan, which can broadly fall into the following categories:

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Daily Structure

Investigate and advise on appropriate activities and involve the Client in developing a structured programme in order to encourage a balance of self-care, productivity and leisure activity for enjoyment and enrichment.

Including:

- ❖ Personal and domestic routines
- ❖ Employment and Voluntary work
- ❖ Education and attendance at schools and colleges
- ❖ Therapeutic activities such as horse riding and swimming
- ❖ Holiday accommodation and transport



Care & Support

Where care and support is required to enable Clients to develop to their full potential and enrich their lifestyle the Case Manager will assist the Client and their family to recruit and manage their support team, develop guidelines and network the necessary training to ensure the team are equipped to meet the Client's complex mix of needs.

All of our care/support workers follow a basic induction programme when first employed and undertake training in such things as:

- | | | |
|-------------------------|--|-------------------|
| ❖ Manual handling | ❖ Acquired Brain Injury (ABI) Training | ❖ Manual Handling |
| ❖ Adult Abuse Awareness | ❖ Child Protection | ❖ Risk Management |

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❖ Infection Control

❖ Food Hygiene

❖ Health & Safety

Many of the existing care/support workers have also successfully completed National Vocational Qualification training at Level 2 or 3 and all are expected to undertake this training.

Professional Intervention

NCM will liaise with the range of personnel who are necessary to contribute to the individual's overall rehabilitation management. These may include:

- ❖ Primary Health Care Team
- ❖ Social Worker
- ❖ Psychologist
- ❖ Occupational Therapist
- ❖ Physiotherapist
- ❖ Driving assessment & instruction
- ❖ Dietician
- ❖ Chiropodist
- ❖ Support worker
- ❖ Nanny
- ❖ Domestic Services to include gardening and maintenance



Case Managers will prioritise and arrange the appropriate services in order to provide a comprehensive goal driven and proactive action plan which is fully documented and agreed with the Client.

Environment & Equipment

Your Case Manager will liaise with relevant personnel regarding:



- ❖ Property Searches to identify property for adaptation or to rent
- ❖ Adaptation of property and work environment
- ❖ The provision of all necessary specialist equipment and adapted vehicle

Finance

The Case Manager will:

- ❖ Arrange Employer Liability Insurance for the direct employment of carer and support workers.
- ❖ Set up a payroll system in order that the employee will have regular payment, documentation of the hours and necessary pay slips and end of year tax information
- ❖ Arrange petty cash systems
- ❖ Arrange budgeting programme for the individual
- ❖ Review benefits entitlement
- ❖ Monitor insurance provision for vehicles, household appliances and utilities

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NCM Training

Please visit our website (www.northerncasemanagement.com) for a full list of dates and cost of the comprehensive Training we provide including:

- ✿ Health & Safety Awareness in Domiciliary Care
- ✿ Safeguarding Adults
- ✿ Safeguarding Children
- ✿ Handling & Administration of Medicines
- ✿ Patient Manual Handling
- ✿ Fire Safety
- ✿ Epilepsy Training
- ✿ Acquired Brain Injury Rehabilitation & Management
- ✿ Introduction to ABI
- ✿ Motivational Interviewing
- ✿ Safe Working Practices

Aims and Objectives

Aims

- ✿ NCM's plan is to continue improvement to the service provided along with the continued personal and professional development of the managers and staff who provide the service.
- ✿ Provide support to enable clients to develop their full potential and enrich their lifestyle.
- ✿ Provide a client focused service that is both comprehensive and fit for its purpose.
- ✿ Meet clients assessed needs.
- ✿ Employ a quality workforce to provide a quality service.
- ✿ Safeguard the client from physical, financial or material, psychological or sexual abuse or self-harm, inhuman or degrading treatment.
- ✿ Clearly incorporate race, gender, sexual orientation, age, religion and belief into our Risk & Needs Assessments, Case Management Plans and Care Plans.
- ✿ Expand our service and to continue to grow and develop profitably and professionally.
- ✿ Further extend and expand the training service.
- ✿ Promote the use of our Complaints Procedure amongst case managers with the aim of improving the service.
- ✿ Encourage Clients and their relatives or representatives to make complaints (or compliments), which are viewed as another opportunity to improve systems, procedures and the service provided.
- ✿ Bases our method of quality assurance on a continuous process that is monitored and reviewed formally at least annually and encourages all staff and managers to make comments and suggestions to improve policies, procedures and services on an ongoing basis
- ✿ Exceed the Outcomes of the Essential Standards of Quality and Care

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Objectives

- ✿ Prior to providing the service a comprehensive needs assessment will be carried out with each client and information will be provided to help them and their family or representatives to make decisions.
- ✿ Case Management Plan developed and agreed with each client and their family or representatives.
- ✿ Generic Risk and Needs Assessments carried out for each Client.
- ✿ Where support is required, produce and implement support worker guidelines with each client and their family or representatives before support and care is put in place.
- ✿ Monitor and review Case Management Plan and/or Care Plan with client and their family or representatives at least annually.
- ✿ To have a comprehensive list of specialist services assessed to ensure that they are based on current best practice.
- ✿ Care staff suitably qualified or expected to commence relevant training within 6 months of employment.
- ✿ Continued professional development for all managers.
- ✿ Monitor and Review all policies and procedures at least every two years emphasising continuous improvement.
- ✿ Provide a value for money service through implementing, monitoring, reviewing and improving procedures.
- ✿ Produce and promote a schedule of training courses.
- ✿ Review and update Service User Guide and Statement of Purpose at least annually.
- ✿ Successfully achieve aims and objectives.