

WESTCOUNTRY CASE MANAGEMENT

SAMPLE CASE MANAGEMENT PLAN High level of need

CLIENT'S AIMS AND GOALS

- To move into new property
- Private therapists to come to the new property to 'perform' the therapy
- To purchase a suitable car
- To purchase a powered chair
- To obtain more money for to care for S
- To have a meeting with the solicitors and Case Manager

CASE MANAGERS IDENTIFIED NEEDS

Immediate

- To meet with local therapists to clarify current and acceptable levels of therapeutic input and equipment and the level of support the family require.
- To liaise with (architect) and communicate information to various parties.
- To follow up ophthalmologist appointment.
- To have a transport assessment at the Mobility Centre.

Short Term

- Identify any shortfalls in therapeutic intervention and investigate private therapy availability and costs.
- To assess equipment needs required for S the new property.
- Identify a suitable power chair for S to use at school and when at the new property.
- Meet with school staff to establish S's current targets and levels of communication along with equipment needs.
- Access to the local hydrotherapy pool, once the transport has been resolved and additional support identified, to enable S to go swimming.
- To identify Orthopaedic intervention and aims in conjunction with a 24-hour postural management programme.

Long Term

- Ongoing advice regarding respite provision.
- Ongoing advice regarding appropriate carers.
- Ongoing advice and information to enable the whole family to make informed choices.

SUMMARY OF RECOMMENDATIONS

The recommended level of case management remains at a relatively high level to reflect :-

The need to maintain a good rapport with Ss Mum.

The fact that the case manager will be assisting with advice on equipment using her experience as a physiotherapist.

The work assisting with the transition into a new property

GUIDE TO CASE MANAGEMENT COSTS

Case Management 6-month plan –

Description	Case management	Travelling time/hours	Mileage
<u>Month 1</u> 1 visit to: Home. Correspondence/liason/researching information	Up to 5 hours Up to 8 hours	3 hours	115 miles
<u>Month 2</u> 3 visits to: Home, Therapy meeting Cornwall Mobility Centre and new house Correspondence/liason/researching information	Up to 12 hours Up to 8 hours	13 hour	615 miles
<u>Month 3</u> 2 visits to home and school/new house Correspondence/liason/researching information	Up to 6 hours Up to 6 hours	8 hours	388 miles
<u>Month 4</u> 2 visits to home and school/new house Correspondence/liason/researching information	Up to 6 hours Up to 6 hours	8 hours	388 miles
<u>Month 5</u> 2 visits to home Correspondence/liason/researching information	Up to 6 hours Up to 6 hours	8 hours	388 miles
<u>Month 6</u> 2 visits to Home, co-ordinate and attend therapy meeting Correspondence/liason/review and report writing/ researching information	Up to 7 hours Up to 8 hours	8 hours	395 miles
<u>Contingency allowance</u>	Up to 6 hours	4 hours	200 miles

Guide to total costs

90 hours case management @ £75.00 per hour	£ 6750.00
52 hours travelling time @ £42.00 per hour	£ 2184.00
2139 miles @ £0.48 per mile	£ 1026.72
Total	£ 9960.72

Case Management 6-month plan	Case management	Travelling time/hours	Mileage
<u>Month 1</u> Correspondence/liaison/report writing/ researching information	Up to 4 hours		
<u>Month 2</u> Correspondence/liaison/researching information	Up to 6 hours		
<u>Month 3</u> 1 visit to Salisbury to review identified properties Correspondence/liaison/letter writing/ researching information	Up to 4 hours Up to 4 hours	4 hours	200
<u>Month 4</u> Correspondence/liaison/report writing/ researching information	Up to 4 hours		
<u>Month 5</u> Correspondence/liaison/report writing/ researching information	Up to 4 hours		
<u>Month 6</u> 1 visit to review C's progress, review goals and all-terrain buggy provision Correspondence/liaison/report writing/ researching information	Up to 2 hours Up to 6 hours	4 hours	200 miles
<u>Contingency allowance</u>	Up to 5 hours	4 hours	200 miles

Guide to total costs

39 hours case management @ £75.00 per hour	£2,925.00
12 hours travelling time @ £42.00 per hour	£ 504.00
600 miles @ £0.48 per mile	£ 288.00
Total	£3,717.00

THE CASE MANAGER'S CREED !

To be a case manager, one must be courteous, diplomatic, caring shrewd, persuasive, assertive, creative, supportive, understanding, responsible, slow to anger, adaptable, a Sherlock Holmes, a motivator, up-to-date, good looking, have a good memory, acute business judgement, emotional stability, and the embodiment of virtue, but with a good working knowledge of sin and evil in all its forms.

A case manager must understand insurance, electricity, chemistry, physiology, mechanics, architecture, physics, bookkeeping, banking, merchandising, selling, shipping, contracting, claims adjusting, law, medicine, real estate, horse trading, and human nature.

A case manager must be a co-ordinator, clinician, coach, therapist, educator, and administrator.

A case manager must be a mind reader, a hypnotist, and an athlete, must be acquainted with machinery of all types, and must know the current price of everything from a shoestring to a skyscraper, an aspirin to an amputation.

They must know all, see all, and tell nothing, and be everywhere at the same time. They must satisfy the payroll administrator, the accounts department, the Inland Revenue, the insurance company, the supervisors, the solicitor, the insured, the claimant, the Law Society and the British Medical Association.

Apart from that it's a piece of cake.....