



CCS

Creative Case Solutions Ltd

Care Management

Covering the South West

Information Pack

January 2018

What We Do



Bespoke Service

All You Need

Our Care Management services are a collaborative process. Your assessments and plans will be driven by you. We will take care of the implementation, coordination, monitoring, and evaluation. The options and services required to meet your individual health and wellbeing, education and/or occupational needs will be explored with you. We will communicate and use available resources to promote quality, cost effective and safe outcomes



CCS

What you can expect from us

We will use a Person Centred approach for

1. Assessment

We will gather relevant information from a range of sources. Our priority is you and your family. We also consider different practitioner expertise.

2. Planning

With you we will develop a plan, in association with everyone concerned, which addresses guidance, support and advocacy issues for you and your family.

We will establish rehabilitation goals. For you to achieve these goals we will recruit and train the necessary support staff and carers and seek out the most appropriate and cost effective resources for you.

3. Implementation

We will support you to ensure that your wishes are always heard and understood. We will demystify medical jargon and facilitate open and honest communication. We will be at your side to act as a point of reference, a sounding board of knowledge and expertise, and to facilitate your decision-making and acceptance of changed circumstances



CCS

Putting you in the Centre of your Support

Recovery Begins Here

There are many systems to navigate that are involved in the co-ordination of health, rehabilitation, social service and community services. We will guide you to the best support network for you. We will negotiate with voluntary and statutory agencies to ensure an individually tailored programme of rehabilitation is provided for you. We will establish the necessary level of care at home or in a residential setting, and will liaise with external agencies to help obtain the funding necessary to meet these needs.

The task of implementing, reviewing, monitoring and changing the programme, as required, to ensure that the client's and the family's needs are sustained, rests with us, the case manager. We have a duty of care to you, the client and a responsibility to ensure that the appropriate services are accessed and that continuity and consistency of support are developed and maintained.

As case/care managers we are obliged to prepare and maintain written records and produce reports, to monitor progress and care, at regular intervals as determined by you the client or your representatives.



CCS

Who We Are

Creative Case Solutions has been developed by Hilary and Louise, who between them have decades of experience working and living with people who have learned to not only survive, but to continue with their lives following life changing experiences.

Hilary and her family are experts in how to work with a range of professionals, following first hand experience of the consequences of a road traffic accident. Hilary also has a wealth of experience in managing finances, following her long career in the Banking Industry. Louise has worked in the Health and Social Care sector for the last 29 years. In a varied career, starting with qualifying as a Mental Health Nurse in the NHS, roles in the not for profit sector and a variety of responsible positions in Social Services.



CCS

Creative Case Solutions

Focused on You

Standard Terms and Conditions of Business and Menu of Services

Initial visit by Manager: £50

Subsequent Manager contact time: £75 per hour

Travel: £40 per hour

Mileage: 50p per mile

A Case Management plan will be provided outlining our recommendations

Case conference: £75 per hour

Court attendance: £750 a day

Admin: £40 per hour

Cancellation of appointments with less than 24 hours notice will be charged at half the hourly rate.

Cancellation at less than 12 hours notice may be charged at the full rate depending on costs incurred already in meeting the obligation.

Urgent work and/or specific undertakings will be additional and charged for as agreed

Admin/Training

There will be additional charges if we undertake recruitment of support staff and for any subsequent training and/or support we provide to them

To commission our services you will need to sign an agreement to confirm that funds are available.

Our services will be detailed on timesheets and billed in half hour slots. All cases may vary from the agreed plan. If it becomes apparent that the costs are substantially different than predicted the fee payer will be advised.



CCS

Terminating the Agreement

If our services are no longer required the fee payer will provide four weeks notice in writing.

If we cannot provide the service then we will give four weeks notice or reach an agreement until a replacement can be found

Payment Terms

Payment of all invoices is due within 28 days of the invoice date.

We understand and will exercise our statutory right to interest under the Late Payment of Commercial Debts (interest) Act 1998 if we are not paid according to agreed credit terms. We will also claim compensation for any debt recovery charges incurred, including Court charges.

If the fee payer changes we will need to be notified as we will continue to hold the initial fee payer liable until written notice is received.

Creative Case Solutions

Care Management

Email: contact@creativecasesolutions.co.uk

Telephone: 01249 658548

Website www.creativecasesolutions.co.uk