

# A guide to our services



**stokes**

Personalised  
case management



# stokes

We are a passionate & dynamic team with a 'can-do' approach to case management for individuals with complex needs & disabilities in the UK.

Our collaborative, creative case managers make you our mission, each & every time.

# About us

## Personalised case management

Stokes Case Management offers a highly personalised, creative and 'can-do' approach to case management for disabled and vulnerable individuals in the UK.

We make you our mission, each and every time. We value your independence and your emotional wellbeing as your physical rehabilitation.

Stokes works hard to support your legal team from day one to ensure wellbeing plans are implemented and engaged with from the start.

Our clients and instructing legal professionals have seen the value of early collaboration with Stokes – where our case managers are instructed from the beginning of a case, enabling them to create positive, personalised plans.

Our clinically experienced, highly creative, problem-solving case managers will be your constant, steering you towards a more positive tomorrow, however complex, challenging or diverse your needs are.

## Breadth of experience

Our wide-ranging clinical backgrounds, our experience and diversity of choice at Stokes makes us a powerful option for clients with complex needs.

We continue to expand our knowledge base and attract individuals who can offer something different; for example, we are pleased to offer a case manager who is deaf and fluent in British Sign Language, to support clients in new ways. Our case managers are also fluent in other languages, including Welsh and German.

## Proud to be regulated

We are regulated by the Care Inspectorate Wales and the Care Quality Commission.



# How we work

We're often turned to for the most complex of cases - we embrace what is often a challenge for many.

It's essential for our clients to feel comfortable and empowered by the case management support they receive after trauma and also during the litigation process.

A Stokes case manager can make the difference between seeing a positive future or being weighed down with the gravity of their situation. We always find a way, thanks to our creative and resourceful professionals.

Both clients and solicitors love working with us because of our 'OK' attitude as well as our quick-thinking and ability to successfully partner the right case manager with the client from the outset.

We also work closely with our clients loved ones, helping to produce the most meaningful plans for long-term, benefit, holistic wellbeing and engagement in the process.

We are firm advocates for being involved from the very start of a legal instruction, to help assess and reassure the injured individual as well as maximise the benefits of a personalised case management plan. The better and longer we know our clients, the more successful the outcomes - whatever the objective.

Stokes' can-do attitude and positive creative thinking is a breath of fresh air for many lawyers and deputies who need a safe pair of hands during litigation and beyond.

# Our approach

We are a passionate, collaborative team with a fresh 'can-do' approach to case management for disabled and vulnerable individuals in the UK. You are our mission, each and every time.

## Positive, can-do approach

Our creative and resourceful case managers are valued for their 'can-do' approach to case management to support disabled and vulnerable individuals in the UK.

Early collaboration and creative thinking by our case managers can make the difference to individuals with an acquired brain injury, spinal injury and those with complex needs.

Stokes Case Management offers a highly personalised, creative and 'can-do' approach to case management for disabled and vulnerable individuals in the UK. We make you our mission, each and every time.

We value your independence and your emotional wellbeing as your physical rehabilitation. We work hard to support your legal team from day one - not just when a litigation case has settled.

**Our clinically experienced, highly creative, problem-solving case managers will be your constant, steering you towards a more positive tomorrow, however complex or diverse your needs are.**

"Their ability to manage the care team and get the best results for our clients is second to none. We find them very professional throughout their involvement with our clients and they are a pleasure to collaborate with in what is often a very demanding environment."

# Who we work with

## A trusted partner with strong relationships

It is our mission to cater, not only for the specific case management and rehabilitation needs of disabled and vulnerable individuals but also the increasingly complex support services that are necessary to support them.

We are incredibly proud to work with the UK's leading claimant legal practices, both national and regional and to have built an enviable list of referral networks to our case managers.

This means we can support brain and spinal injured adults and children, and others with

serious and complex needs as a result of trauma or injury.

Our team has grown organically, attracting leading professionals from across Wales and the UK, to ensure strength and depth of experience, specialist knowledge and regional coverage.

We have a close-knit family of health and social care clinicians who pride themselves on the relationships they have with their clients and partners, as well as with other professionals from private, statutory and legal services.

"At NewLaw, our primary aim throughout our involvement, both as personal injury solicitors, professional deputy and professional trustee, is to provide our clients with first class rehabilitation in order that they have the best chance of as full a recovery as possible. It is with this in mind that we use Stokes Case Management.

"Rhiannon and her team of case managers will engage with our clients from the outset and pull together a needs assessment based on their unparalleled knowledge of private and statutory services in the relevant area. Their ability to manage the care team and get the best results for our clients is second to none. Communication with the team is easy and so there are rarely any surprises when it comes to managing cash flow during the litigation.

"We find them very professional throughout their involvement with our clients and they are a pleasure to collaborate with in what is often a very demanding environment."

**Robert Thomas, Director, NewLaw Solicitors.**

# Core principals

Each member of our team abides by our core principles, to:

- Uphold our integrity and duty to clients – ensuring respect at all levels, protecting their autonomy and practicing within the law;
- Deliver highly professional and ethical advice and services to clients and their professional teams;
- Ensure we, as professionals, are at the cutting edge of service innovations, skills and knowledge to enhance the client experience and meet the changing, challenging needs of vulnerable, disabled and older adults in today's society.

We work in accordance with the Case Management Society UK (CMSUK) and the British Association of Brain Injury Case Managers (BABICM) guidelines.

Our people adhere to the codes of conduct and regulations set out by the relevant governing bodies.

These include:

- College of Occupational Therapists
- Health Professions Council
- Physiotherapy
- Social work
- Royal College of Nursing
- British Association of Social Workers
- Care Quality Commission
- Care Inspectorate Wales



"Risen to the challenge...Proactive, hands-on approach."



# The role of a case manager

**The primary duty of the case manager (CM) is to provide client-focused, non-intrusive & empathetic intervention.**

The case manager is accountable for the client's whole care process, which includes assessing and continually reviewing the client with the aim of meeting their developing needs and goals.

The case manager will have a wide-ranging understanding of the roles and responsibilities of all parties involved in the care of the client.

The case manager will endeavour to build and maintain an effective relationship with the client and the client's family, focusing on the key elements of respect and trust.

Implicit to the role is an overriding sense of duty to ensure that the client's best interests are held resolutely at the heart of all decision making.

## **The case manager's role incorporates a great many responsibilities, and includes:**

- Assessment and continual reviewal of the client through preparing and providing:
  - INA (Immediate Needs Assessment) report/CM report (with costings where appropriate).
  - Subsequent, timely, 3 or 6 monthly CM update reports (with costings where appropriate).
- Arranging for associated professionals to carry out client assessments (where appropriate).
- Research (and appointment of) appropriate rehabilitation, care and/or educational services.
- Recruitment and supervision of support workers.
- Ensuring that services are integrated and coordinated, and that any overlapping or replication of services is avoided.
- Coordination of client's services and activities.
- Monitoring and reviewing interventions.
- Facilitating the procurement of suitable property / equipment / adaptations.
- Liaising with all case related professionals/agencies, including:
  - Medical professionals.
  - Rehabilitation providers.
  - Legal services.
  - Responsibilities may include the preparation of witness statements (upon request).
  - Financial services.
  - Service and equipment providers.
  - Education providers.
  - Vocation related professionals.

## **The role of a case manager (continued):**

- Guiding the client and/or the client's family through legal and financial processes.
- Advising and guiding the client and/or the client's family through application processes.
- Establishing a multidisciplinary team (MDT) meeting schedule, with the aim of creating transparency with regard to care and therapy processes.
- Maintaining and processing case management files/records and associated documentation.
- Assisting the client to achieve an effective balance of activities, including:
  - Self-care activities
  - Vocational activities
  - Recreational and leisure activities
  - Social activities
- Ensuring that SMART goals are established and are reviewed routinely.
- Ensuring that staff are properly trained to carry out client specific care procedures.
- Facilitating the client to incorporate purposeful activities in to a weekly schedule.
- Carrying out risk assessments and health and safety assessments.
- Providing client advocacy.
- Providing the client's family with generalised support.
- Providing the client and the client's family with their case specific educational requirements.



# Our approach to support packages

As part of our support to clients, Stokes Case Management Case Managers will support clients to arrange direct support to meet their individual needs. This may be via support agencies, or by supporting clients to directly recruit their own support staff.

## The Case Manager will provide:

- Support throughout the whole of the recruitment process to the appointment of staff.
- Support and direction to support staff, ensuring comprehensive induction and training is completed - in line with local, statutory and mandatory requirements.
- Clear guidance and support plans for staff to follow, ensuring the client receives person-centred support at all times.
- Supervision and appraisal of support staff, ensuring continuous identification of training needs and, where necessary, monitoring of performance and setting of agreed objectives.



# What happens next?

A brief explanation of what case management is and the services we provide at Stokes Case Management:

Case management is a collaborative process that assesses, plans, implements, co-ordinates, monitors and evaluates the options and services required to meet your health, social care, educational and employment needs, using communication and available resources to promote quality cost effective outcomes.

At Stokes Case Management, our experience as case managers and qualified health and social care professionals means that we are able to provide the highest quality case management, offering a fuller range of personalised services than one might otherwise expect.

When a Stokes Case Manager is instructed, our clients will be contacted by letter with information on who their Case

Manager is, and then again soon after to agree on a convenient date and time for an appointment for the first visit. On this visit the client will be given a Consent Form, authorising us to treat and work with them.

A form containing information regarding GDPR will also be included. The General Data Protection Regulation (GDPR) is committed to ensuring that our client's privacy is protected. Should we ask a client to provide certain information by which they can be identified when working with, then they can be assured that it will only be used in accordance with this privacy statement. Both the Consent Form and GDPR Form included with the initial letter to clients and, will be collected in our Case Manager visits.



# You're going to love our ok, 'can do' approach

## We never give up on our clients

Our passionate, highly creative & collaborative team takes a fresh & personalised approach to case management for disabled & vulnerable individuals across the UK.

We are proud of our clinically experienced, problem-solving & quick-thinking case managers & their ability to steer clients towards a more positive tomorrow - however complex, challenging or diverse their needs are. Your clients are our mission, every time. See how we can help today.

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# Join us

## Be more Stokes!

We are always looking for creative, resourceful and highly personable individuals that love a challenge and are inspired by working with a fantastic and dynamic team.

Whether you are an experienced case manager, already working in the independent sector or interested in starting a career in Case Management, please drop us a line.

Personality counts at Stokes; your ability is a given. If our fresh-thinking, dynamic and qualitative approach for clients has captivated you then let us know. Contact us today.

## How we recruit

We normally recruit new case manager Associates on an annual basis to ensure that we get to know our case managers, their breadth and strength of skill sets and to ensure we integrate each and every professional into our organisation effectively, for the long term.

We encourage all our case managers to join BABICM and CMSUK, two highly valued case management bodies offering representation, a strong network and professional development.

We recognise the value and authority of these organisations and hope that you will endeavour to make the best of the opportunities they present, helping offer the most relevant and highly professional support to our clients.

## Powerful networks

Stokes invests in supporting valuable and highly targeted legal industry events that offer powerful networks as well as the opportunity to learn more about litigation, rehabilitation and specific injuries and other inspirational case managers. We encourage all our associates to attend networking events and can help you find the right opportunity to enhance your profile and contacts. We also have an in-house marketing and business development specialist to help us and to support and advise you.

## Professional development

Our enviable training and mentoring programme ensures we support our case managers development plans effectively - and with a great deal of fun in an otherwise very serious role!

We have a diverse team of Clinical Supervisors and specialist support staff to help with report-writing, HR, business development and marketing.

We host a free two-day annual conference for all our people. Our event is filled with the latest practice updates, advice on report writing, disclosure, the litigation process, business development and much more.

We know our team find greater inspiration from seeing the impact of case management and we are always delighted to welcome and support clients who want to share their stories with the profession, as well as others in their position.

Our annual conference also includes a day delivered in collaboration with legal professionals, litigators who work across the country (as we do) as well as therapists, rehabilitation providers and others who can put our case management plans and vision into life.

Our case managers (who are based across Wales, England Scotland and Ireland) benefit from sharing ideas, experiences and collaborate to develop their skills and approach. This helps us to become more creative and resourceful, showcasing how we can work together to benefits clients and ensure we really do offer a personalised approach.

# stokes

## Personalised Case Management

Contact us today to see how we can help:



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Regulated by:

