BEN HOLDEN LIMITED

Specialist case management and rehabilitation

Established in 2009, we are a nationwide specialist case management and rehabilitation company based near Ipswich in Suffolk.

www.benholden.net

benholden limited

What is case management?

Case management is a service provided to you by a professional with the appropriate expertise, in order to manage your rehabilitation and/or care in the community, following trauma, injury or illness which has affected your independence.

The aim of case management is simply to help you achieve the best recovery possible and a meaningful quality of life. It is guided by both the difficulties and aspirations you have.

Who can be a case manager?

A case manager is a person who is professionally qualified and could be an Occupational Therapist, Nurse, Social Worker, Clinical Psychologist, Speech and Language Therapist or a Physiotherapist.

Our case managers are all highly experienced professionals and have practised for many years since they qualified in their field of expertise.

You can preview or download our team members' CVs by visiting our website www.benholden.net

In the UK there are two main organisations that promote case management and set standards of practice.

The British Association of Brain Injury Case Management (BABICM).

BABICM defines case management as "an active process devoted to the co-ordination, rehabilitation, care and support of people with complex, clinical needs and their families". It aims to facilitate their independence and improve quality of life whilst acknowledging safety issues.

The other key case management organisation is The Case Management Society of the UK (CMSUK).

Our case managers act with integrity at all times; they are all registered with their own relevant professional bodies (Health and Care Professions Council HCPC and the Nursing and Midwifery Council NMC) and/or BABICM and CMSUK. You can search their websites to see if a case manager is registered.

What is the scope of case management?

The scope of case management is always unique and is dependent upon your individual circumstances.

The role includes:

- Guiding, steering and managing your rehabilitation;
- Being your advocate and providing support for you and your family;
- Working as a facilitator and innovator to access appropriate resources as you need them;
- Liaising with appropriate agencies, solicitors, insurers and deputies to secure and justify funding;
- Recruiting, co-ordinating, managing and monitoring your health services in the NHS and the private sector;
- Helping you to access statutory services and benefits;
- Implementing and co-ordinating programmes to assist your return to leisure activities and work, if appropriate for you;
- Liaising with relevant people to help meet your educational needs, training requirements and aspirations;
- Setting up and monitoring packages of support, to help meet your personal care and nursing needs, should you require it;
- Setting up, recruiting and training support workers to help support you in your daily activities should you require this level of support;
- Ensuring your accommodation meets your needs and making sure you have any useful equipment that makes living easier;
- Writing reports about your rehabilitation and progress.

Who can make a referral?

We can take a referral from a number of people including yourself, your solicitor, a family member or another health professional who is already working with you. Case managers have a duty of care to you and act for your benefit, regardless of who has made the referral.

What I can expect from case management?

What should I expect at the first meeting (Initial Assessment)?

Once the referral has been received, and within the following four weeks, our case manager will arrange to meet you. If appropriate, your family or representative can also be present at this meeting. The purpose of the meeting is to carry out a comprehensive and individual assessment of you. This will take approximately two to four hours and we will usually meet with you at your home, or wherever you are currently residing, which may still be in hospital or a rehabilitation unit. To make sure we provide a quality service, sometimes two case managers will attend the first meeting.

In this first meeting we will discuss your injury, rehabilitation, treatment, social situation and your plans for the future.

This assessment enables us to identify your needs, abilities, difficulties and aspirations in order to make recommendations and develop a plan to address them. We are keen to get to know you and develop a strong working relationship.

It is useful to have details of your GP, other involved clinicians and important medical or therapy reports available at this meeting.

Consent

For us to help you, we need your consent to participate in rehabilitation and to communicate your information with other professionals involved in your treatment.

We will ask you, or your representative acting on your behalf, to sign a document about consent. This gives your case manager permission to contact relevant professionals and discuss your care with them. It also confirms that you are happy to work with your case manager moving forward.

Will I receive a copy of the report?

Once this meeting and assessment has been completed, the case manager will write a report about their findings. They will include recommendations on how best to help you given the difficulties you have and the aspirations you would like to work towards. You will usually receive a copy of your report within four weeks of the assessment taking place.

If you were referred by a third party, they will also receive a copy of the report. A decision will be made by them whether to fund the case manager to work with you.

Sometimes the decision making process can take longer than usual. Please be mindful that the case manager may not be able to act upon recommendations that have been made in the report immediately, or in fact at all.

Once case management starts, both you and the person who referred you to us will receive an update report approximately every three months; this will highlight your progress and the areas which you are continuing to work on.

Case management contact

How often will I see my case manager?

Your case manager will visit you as often as your needs require. During busy times and in the beginning this might be fortnightly, however on average they will visit you once a month.

The case manager will communicate with you regularly by the method which you prefer or find easiest to use; this can be by telephone, email or other ways such as video conferencing. If you call the case manager, we aim to respond within 24 hours during standard business hours. With emails and letters, we aim to respond within five working days.

How long will I have a case manager?

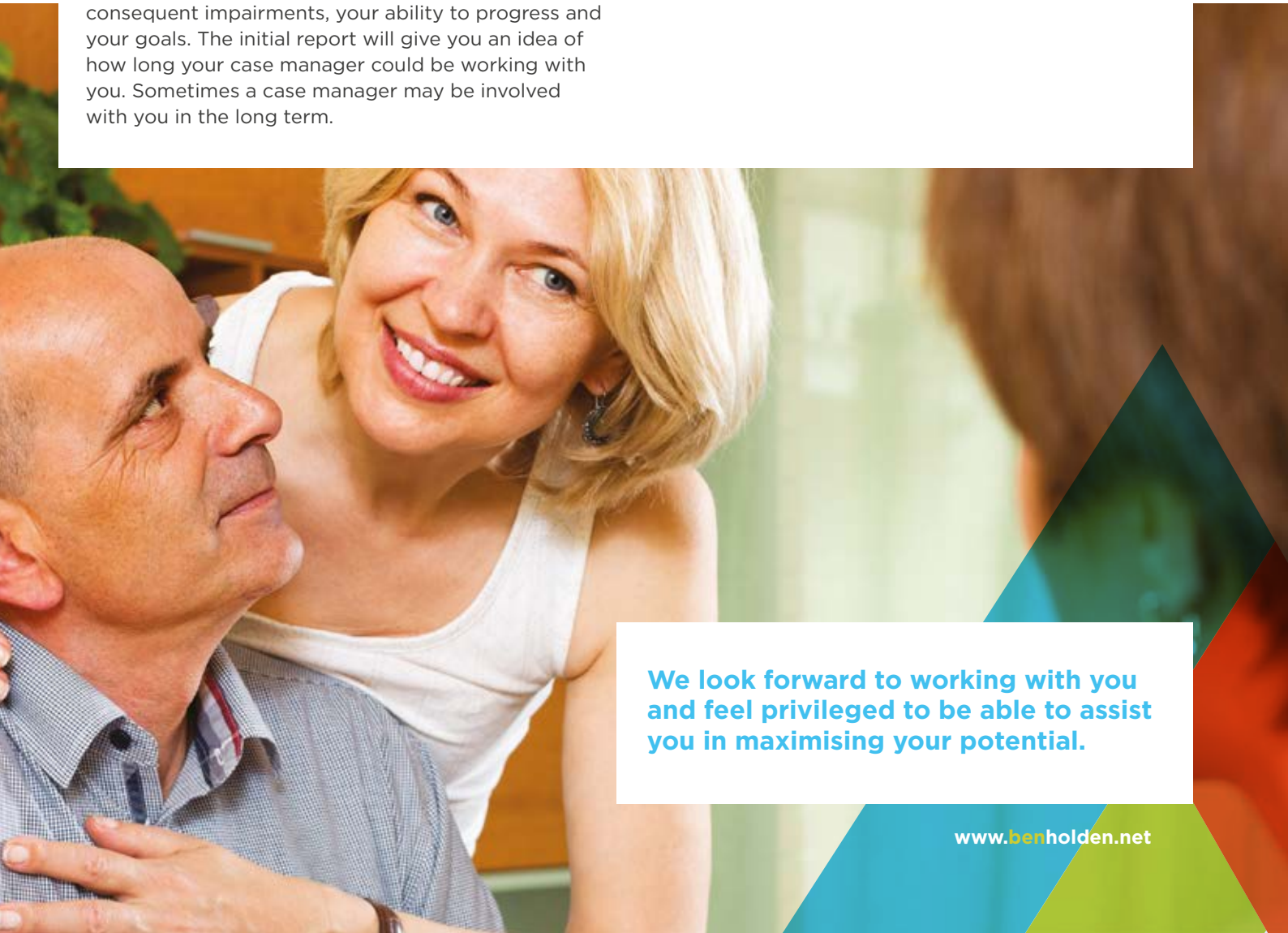
The length of time your case manager is involved with you will be dependent on a number of things. This could be the severity of your injury and consequent impairments, your ability to progress and your goals. The initial report will give you an idea of how long your case manager could be working with you. Sometimes a case manager may be involved with you in the long term.

At Ben Holden Ltd our case managers have a refreshing and vibrant approach. Our professional experience has given us full understanding of the different impacts a catastrophic injury can have on a person and their family, turning a world upside down and inside out. We work with integrity and professionalism to support you and your family through what can be the most challenging of times.

Who pays for case management?

Case management can be funded in several ways. The most common way is via an interim payment obtained by your solicitor. If you have a solicitor involved, you can ask them for more information.

Sometimes your case management costs may be paid for by an insurer, employer, the NHS or by an individual.



We look forward to working with you and feel privileged to be able to assist you in maximising your potential.

Testimonials

Gentleman in his late forties from Essex with moderate brain injury, dental injuries and orthopaedic injuries following a blow to the head from falling roofing components.

"After my accident I was struggling with work and feeling very depressed. I could not understand why I was feeling this way and felt that I had nobody to discuss my problems with. I was not sleeping properly and things were becoming intolerable.

When Ben became my Occupational Therapist, he visited me and my family at home, my workplace and explained what I was experiencing. He organised appointments with various Consultants, Physiotherapists and a Psychologist. This enabled me to get an explanation of what was happening medically and obtain the correct treatments.

It was very reassuring to know that Ben was always at the end of the phone. He was there when I needed him most. He always responded quickly and kept everybody involved well-informed of what was happening with Progress Reports.

I could trust Ben and felt reassured by his knowledge and patience. He has a great and appropriate sense of humour. I would highly recommend Ben to others who would surely benefit from his expertise."

Lady in her fifties from Hertfordshire with orthopaedic injuries following a fall at work.

"After my accident in December 2012, I had no idea how to proceed with my rehabilitation and become fit to return to work again. My case manager visited me at my home, viewed my injury and observed my current mobility.

From that visit, and our subsequent telephone discussions, my case manager was very helpful and promptly organised a good local physiotherapist for me. I was given exercises specific to my problem, along with acupuncture and massage. This was invaluable, as nothing had been offered to aid my recovery by my local hospital. In addition, my case manager organised a six month gym membership at my local leisure centre.

I always found my case manager easy to talk to and he regularly called to check on my progress. I would not hesitate to recommend Ben Holden Ltd, who gave me a very friendly and professional service."

Gentleman in his fifties from Essex with multiple complex orthopaedic injuries and subsequent limited mobility following a motorbike collision.

"Before my case manager started working with me on my injuries, I was struggling daily and unable to progress with my rehabilitation back into normal life.

Since my case manager took on my case I have been able to focus on getting my life back together following my accident.

Working with my case manager made me feel confident and in control again, his relaxed and easy style made me feel I could talk to him freely about my concerns.

I wouldn't hesitate in recommending Ben Holden Ltd to anyone facing the prospect of living with a life changing accident."

Gentleman from Norfolk in his late thirties with a spinal injury following an incident at work.

"Before I started working with my case manager I was struggling with everyday tasks e.g. getting myself dressed, walking any distance, lifting, getting in and out of bed, bending. Within six months my case manager and his team enabled me to do all these things and return to work gradually, which resulted in me being able to do my pre-injury job.

My experience working with my case manager was excellent. I felt very at ease, relaxed and confident with him. If I had any queries or needed extra support, he was always on the end of the telephone. Nothing was ever too much trouble.

I highly recommend Ben Holden Ltd, for their professionalism, friendliness and for the individual support I got. I would like to take this opportunity to thank Ben and his team for all their work getting me where I am today, leading a normal life again, and being able to put my accident behind me."

The above clients have had their names anonymised and have provided their written consent to have their information presented in this media.

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