stokes
case management



our service guide

case management that starts with you

welcome

hello.
we are 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 well 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.

proud to be regulated

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



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 well 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.



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.

Their ability to manage manange the care team and get the best results for our clients is second to none.

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 and Complex Case Management (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**



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.**
- **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.**
- **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.**
- **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.**
- **Assisting the client to achieve an effective balance of activities, including:**
  - **Self-care activities**
  - **Vocational activities**
  - **Recreational and leisure activities**
  - **Social activities**

our approach to support packages

As part of our support to clients, Stokes Case Management Case Managers will support clients to arrange support to meet their individual needs.

This may be via support agencies, or by supporting clients to directly recruit their own support staff.

Care Inspectorate Wales (CIW) and Care Quality Commission (CQC)

Stokes Case Management is regulated and monitored by CIW and CQC. Our involvement with clients support and care package, means that the care and support and how it is delivered is monitored closely to ensure that it is safe, effective, caring, well-led and responsive.

This means that not only do we support with the recruiting of support workers, we also ensure that appropriate care plans, medication procedures and risk assessments are in place to safeguard the clients.

This would be overseen by the Case Manager who would take overall responsibility for the support and care provided by the support team.

Our regulated services at Stokes Case Management are managed by Joanna Ali, Registered Manager and Rhiannon Seaford-Jones, Responsible Individual. Should you wish to speak to either of them about the services provided you can call them on 07534 266642

agency support

If the support is going to be provided by an agency it is the Case Managers role to support clients and families to research the services and ensure that they are appropriate and can meet the needs of the client. The Case Manager would monitor the support being provided however, it is the agency that would be regulated by CIW or CQC.

direct recruitment

Stokes Case Management are not the employers of support workers. The Case Managers will work on behalf of the clients and or the employers (Professional Deputies) to recruit, monitor and supervise the support package and subsequent staff.

employers liability insurance

Case Managers will work with the clients and or the employers of the support workers to ensure that there are the right insurance polices in place to cover support workers, working in clients homes.



pre-employment

All support workers, whether friends, family or a new recruits are subject to the appropriate pre-employment checks that are used across the health and social care industry. For Welsh based clients, we also need to ensure that any support worker is registered with Social Care Wales. All of this can seem strange if you are new to having support workers however, the Case Manager can assist to educate you on what needs to be put in place and the reasons.

We ask support workers to provide two references and undergo an enhanced DBS check. This is a police check which ensures that they do not have any convictions that prevent them from working with vulnerable adults or children.

We also ensure that support workers have the appropriate permissions to work in the UK.

All support workers are issued with an employment contract that is in line with employment law. The contract is usually drawn up between the Case Manager, client and or Employer (Professional Deputy) and is based on the information that has been obtained at assessment with the clients.



training and induction

It is a legal requirement for those that are working with clients as a support worker, to have completed mandatory training before they are allowed to start work. It is also essential that the training is monitored and kept up to date in line with regulations.

The Case Manager will decide what additional training the support worker may need and will work with clients, families and other professionals to ensure that this is in place.

Mandatory training should be updated annually so that if guidance or advice changes, the support worker is kept up to date with the most current practice. The Case Manager will arrange an induction for the support worker so that they know everything that they need to know before they start work.

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 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.

A form containing information regarding GDPR will also be discussed, and a Consent Form to sign will be given at the first visit. 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.

The GDPR forms will be sent via Docusign.



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. Clients are our mission, every time. See how we can help today.

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 case managers

We welcome new case managers organically at Stokes, allowing us time to get to know the person behind the profession. We work with them to get to know their skills, understand their passions and integrate them to the wider Stokes team.

At Stokes, we aim to have every case manager registered with the IRCM or on the pathway. We encourage all our case managers to join BABICM and CMSUK, two highly valued case management bodies offering

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 regular training opportunities for all our people. Our events are 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 case managers who are based across Wales and England 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.



safeguarding

Safeguarding is everyone's priority within Stokes Case Management and therefore we take all concerns very seriously. All of our Case Managers are expected to be trained to Level 4 to work with our clients and we have dedicated safeguarding leads within the company (Rhiannon Seaford-Jones and Joanna Ali).

Each local authority has a slightly different safeguarding policy in place but your Case Manager can provide the clients with details of the safeguarding teams should it be required. If a client or loved one is concerned about abuse they can let their Case Manager know or can contact the safeguarding leads at Stokes Case Management on 07534 266 642.

complaints

We recognise that there may be times where you may not be happy about the care and support that you or your loved one receives. It is really important that we know about this so that we can work with you to find the best resolution. Whilst we do not employ your support team, we work closely with you and or the employer to manage employee relations.

In the first instance we would encourage you to talk with your Case Manager. They are the person that is responsible for you or your loved ones care and support. They would be better placed to assist you to resolve the concerns that you might have, if however you would like to discuss this with someone at Stokes Case Management we have an email address that you can contact:
complaint@stokescasemanagement.co.uk
If you leave your details and a summary of your concern, someone will come back to you to talk to you in more detail.

advocacy

Advocacy involves efforts to promote the rights, inclusion and wellbeing of individuals. It seeks to remove barriers and create equal opportunities in all areas of life including education, employment, healthcare, transportation, accommodation and social participation.

Part of our role as Case Managers is to advocate for you or your loved ones however, should you wish to have an independent advocate please do discuss this with your Case Manager.

We can access independent advocacy services in and around the UK that can support you.

You're going to love our 'can do' approach

contact us today to see how we can help

07534 266 642
admin@stokescasemanagement.co.uk
stokescasemanagement.co.uk
stokes_case_management

our HQ & wales office:

Tramshed Tech
Unit 3 Goodshed Lofts
Hood Road, Barry
CF62 5QT

our office in england:

Century House,
100 Menzies Road
Hastings
TN38 9BB

regulated by:

Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Stokes Case Management is regulated and inspected by Care Inspectorate Wales

Regulated by CareQuality Commission