



Choosing the right case manager

Choosing the right case manager is a key ingredient in your case. It's important that you work alongside someone who understands your needs and those of the client as well as someone who has sound clinical knowledge of the client's injury and services within their area. At Bush & Co we believe there are a few extra elements that help you find the perfect match.

Our case managers are primarily hand-pick based on their clinical knowledge and expertise within the NHS and community settings however we also look for people who are personable, resilient, diligent, organised, compassionate, articulate, creative and efficient as we know these qualities will benefit you and the client.

For us, it is more than the clinical profession of a case manager that you need to consider. Of course it is vital they understand the injury, have experience to manage the client's situation, have worked in a variety of settings and are close by or within accessible distance however there are a few more things to consider when finding the perfect match.

Type of person

Will they handle situations sensitively? Do they communicate well with you and the client? Do you get on with them?

Relatable to your client

Will your client get on well with them? Do they understand cultural, religious, community and lifestyle beliefs and choices? Can they build a rapport with your client? Do they understand the wider family context?

Transferable skills

Have they got skills and experience that can be transferred to different clients?

Clinical governance

Are they engaging in CPD activities and engaging in regular peer-support and supervision, are their robust measures in place to safely manage the client.

Making the decision

We always recommend speaking to us if you need help finding the right case manager for you and your client however we also recommend arranging a meet and greet to help the family build rapport whilst feeling in control and empowering the client and family within the decision making process.

At Bush & Co we have a number of useful PDFs in the client section on our website which explains what to expect.

Contact us

To speak to us about our case managers in more detail or to send an enquiry:



enquiries@bushco.co.uk



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More than a clinical profession

I would like a case manager who is an OT to complete an INA for my client who sustained an SCI.

My client would like to directly recruit their own support team and so I feel an OT would be the best fit.

Do you mind me asking what the client's needs are?

A reasonable request but let's take a look in a little more detail...

| Clinical Profession | Occupational Therapist | Physiotherapist |
|-------------------------|---|---|
| Experience | Occupational Therapist worked in an acute SCI rehabilitation centre and has experience with discharge planning but limited experience in setting up and running support packages. | Physiotherapist worked in an acute SCI rehabilitation centre, worked in the community and had experience of setting up care packages with CWC requirements. |
| Previous clinical roles | Occupational Therapist held predominantly 'treating' roles prior to becoming a case manager and only ran agency support packages during their time as a case manager. | Physiotherapist held a director level position in a rehabilitation facility prior to becoming a case manager and has run both agency and directly recruited packages as a case manager. |