



## Scope of Practice

### PROFESSIONAL RESPONSIBILITIES OF A BRAIN INJURY, SPINAL INJURY/GENERIC CASE MANAGER

#### Qualification

Case Managers should have a relevant professional qualification and have acquired knowledge and experience of working in the field of brain injury, spinal injury/generic case management.

#### **Requirements:**

- Case Managers must determine the list of professional qualifications acceptable for case management.
- Case Managers must determine specific criteria for knowledge and experience specific to brain injury, spinal injury/generic case management.

#### Profession

Case Managers must maintain membership and registration in their relevant profession and be working towards or maintaining advanced membership of BABICM.

#### **Requirements:**

- Demonstrate qualifications and registration

#### Training

Case Managers must maintain their continuing professional development appropriate to brain injury, spinal injury/generic case management.



The Case Manager should have knowledge of developments in clinical issues relating to brain injury, spinal injury/generic case management and use it as part of their evidence-based practice.

### **Requirements:**

- Case Managers must provide evidence of continuing professional development to include for example, course attendance, supervision and reflective practice.
- Case Managers must demonstrate up-to-date knowledge of clinical issues relating to brain injury, spinal injury/generic case management.

### **Interests**

Case Managers must be aware of issues relating to duty of care of the client and responsibility and accountability to the purchasers of the service and/or providers.

Case Managers must be aware of any potential conflicts of interest. These should be declared to the relevant authority and/or take advice.

- Case Managers need to have definitions about the potential conflicts of interest in brain injury, spinal injury/generic case management.
- Case Managers must have a policy document in the event of a conflict of interest arising.

## **PRINCIPLES OF CASE MANAGEMENT PRACTICE**

### **Advocacy**

The clients should be treated with respect and valued as persons and their right to privacy must be upheld. They must be given all the available support to enable them to make informed choices as far as they are able and to exercise control over their own lives.

### **Principle:**

*The client whose cognitive behavioural status inhibits their choice, capacity or independent lifestyle will receive specific and appropriate help, including advice, protection and support.*



## **Guidelines:**

Case Managers must be able to demonstrate that they act in a way which supports the rights of an individual to lead an independent and fulfilled life as far as is possible, based upon self-determination and personal choice.

Case Managers must demonstrate that they facilitate the client to make decisions in relation to their own lives by providing information, guidance, and assistance and support where required.

Case Managers must demonstrate that they help the clients understand their rights and appreciate the need for involvement of others and provide a system to communicate their wishes as required.

Case Managers must demonstrate that clients are involved in their decisions regarding any interventions for their rehabilitation and care and that their concerns are acknowledged.

Case Managers must demonstrate that care and support is provided in accordance with the clients wishes as far as is possible and in the least intrusive way at all times.

Case Managers must recognise that the right to self-determination can involve risk (See Risk Assessment).

Case Managers should actively promote the empowerment, protection and wellbeing of children and vulnerable adults through the services they provide.

Case Managers should identify clients who have limited insight or are unable to make their own decisions. The Case Manager should liaise with the relevant professions to determine the client's capacity to make decisions about their financial management and their psychological and physical safety.

## **Requirements:**

- Case Managers must maintain records giving evidence of client's cognitive behavioural limitations affecting their ability to make choices.
- Case Managers must have a written policy to follow when the client does not have capacity to give valid consent.
- Case Managers must have information/reference material on brain injury, spinal injury/generic case management (and other related conditions) for their clients.



- Case Managers must write a Service Users Guide, incorporating the client's plans, goals and rehabilitation programmes.

## **Protection**

### **Principle:**

*Clients, especially children or vulnerable adults, are safeguarded from physical, financial or material, psychological or sexual abuse, neglect, discriminatory abuse or self-harm, inhuman or degrading treatment through deliberate intent, negligence or ignorance, in accordance with written policies.*

### **Guidelines:**

Case Managers must be able to recognise the signs and symptoms of vulnerability/abuse and take the appropriate action with the relevant statutory services involved in child protection or working with vulnerable adults.

Case Managers must demonstrate that they have knowledge of the policies, procedures and strategies or protecting vulnerable clients in collaboration and consultation with the client, families and relevant agencies.

Case Managers must use their knowledge and experience of working with brain injury, spinal injury/generic case management clients to identify and manage risks.

Case Managers must balance the requirements of confidentiality with the consideration that to protect vulnerable adults and children, it may be necessary to share information on a 'need to know' basis.

### **Requirements:**

- Case Managers need to demonstrate knowledge of how to recognise the signs and symptoms of vulnerability and abuse.
- Case Managers need to demonstrate their knowledge of how to prepare risk assessments.
- Case Managers need to demonstrate their ability to write policy documents for the management of risks and prevention of abuse.



## **Communication**

### **Principles:**

*Communication systems are effective for the needs of the clients, their families and relevant others.*

### **Guidelines:**

Case Managers must build and maintain a therapeutic and professional rapport with the client, their families and other professionals involved.

Case Managers must demonstrate that an effective communication system is established between the case manager, client, family and support workers/carers (and all other agencies) in relation to rehabilitation and management of the brain injured client.

Case Managers must be able to provide information and education on brain injury, spinal injury/generic case management to the client, his/her family, carers/support workers and relevant others, as appropriate.

Case Managers must, in liaison with relevant agencies, determine the methods of working, the lines of accountability and funding and the responsibilities of the case manager.

Case Managers must demonstrate that an effective records management system is maintained for client and support workers/carers information.

### **Requirements:**

- Case Managers need to have educational material on brain injury, spinal injury/generic case management for clients, families and support workers.
- Case Managers must write a Service Users Guide, incorporating the methods of work, accountability and responsibility of those involved and include effective communication systems, eg contact arrangements, written communication and recording systems.
- Case Managers must write a policy document for effective records management.



## **Co-ordination**

*The client has a co-ordinated package of rehabilitation and care/support, which is relevant to their current individual needs.*

### **Guidelines:**

The Case Manager must ensure that a consistent approach is maintained within each support team by producing a written document specific to the client, containing guidelines on how to carry out agreed rehabilitation, care and support goals. This should be made available to support workers and all concerned with the individual client.

The Case Manager must ensure that information on resources, eg suitably qualified therapists, carers/support workers, equipment, accommodation, benefits, local facilities and vocational placements is provided to the client.

The Case Manager must co-ordinate the provision of rehabilitation, care, housing, support, equipment, etc as appropriate, in order to meet the identified needs of the client within the financial resources available.

The Case Manager should design, implement and co-ordinate a case management plan with realistic and achievable goals in liaison with clients and relevant others.

The Case Manager should monitor the client's wellbeing and health and regularly review the quality of care, services and equipment.

### **Requirements:**

- Case Managers must write a Service Users Guide, incorporating guidelines on how to carry out agreed rehabilitation, care and support goals.
- Case Managers must demonstrate they have knowledge of resources appropriate to brain injured client's needs.
- Case Managers must demonstrate that they have a system for monitoring the client's wellbeing and health, for evaluating their progress in rehabilitation and need for care.



## **Management**

### **Principles:**

*The client's rehabilitation and care package is effectively managed using evidenced-based practice and is in line with National Standards and current legislation.*

### **Guidelines:**

Case Managers must demonstrate that the health, safety and welfare of clients and support workers is protected and promoted.

Case Managers must have an effective human resources policy for the employment and/or management of carers/support workers working with the client.

Case Managers must have a user-friendly complaints policy.

### **Requirements:**

### **Protection**

- The clients, their money and their property is protected whilst the care service is being provided.
- Clients are protected by the case manager's policies and procedures for dealing with medicines.
- Policies and procedures are established for moving and handling, food safety and other areas of concern.
- The workplace and equipment conforms to current health and safety legislation.

