

Brain injury can have a devastating effect on survivors and their families, although the difficulties encountered are not always obvious to other people, and the generic services available from health and social care bodies rarely suit all their needs.

Brain injury case management developed in recognition of these gaps in service and embraces a holistic approach to work with brain injured clients and their families to promote independence and an optimum quality of life.

The British Association of Brain Injury Case Managers (BABICM) is an organisation dedicated to promote the development of clinically sound and cost-effective case management in the field of acquired brain injury. It has developed principles and guidelines for case management best practice.

Case managers registered with BABICM are 'clinical' Brain Injury Case Managers and must have a clinical qualification and professional registration, and advanced BABICM members have demonstrated their experience of working as a case manager with brain injured clients. However, it is recognised that there are Brain Injury Case Managers in this country who have neither a professional qualification or registration, nor clinical experience in working with brain injured clients.

This conference will highlight the minimum standards required of brain injury case management and consider 'what is the difference that makes the difference' to brain injured clients and their families. How can case managers get better results and consistently offer better clinical outcomes for brain-injured people and their families? Specialists from a range of professions involved in working with brain-injured people will discuss what makes an effective case manager.

Target audience: Case Managers, Rehabilitation Nurses, Social Workers, Occupational Therapists, Physiotherapists, Speech and Language Therapists, Neuropsychologists, Commissioners and Providers of Care, Court of Protection Deputies, Personal Injury Lawyers and people working with individuals with an acquired brain injury.

**Head First (Assessment & Case Management) Ltd** was established in 1994 by Jo Clark-Wilson. It is an independent company specialising in providing assessments and long term Case Management for brain injured adults. Head First works with over 70 brain injured clients, their families and support workers and prepares Expert Witness Reports for the Courts on Care, Rehabilitation, Case Management and Equipment Needs. Head First has developed a dedicated, experienced team of case managers and support staff, working with brain-injured clients and their families. The team all have specialist skills, whether these are in the professional field, for instance, neuropsychology, occupational therapy, nursing, social work, or in their personal spheres of work, for instance, co-ordination of the team, counselling, behavioural management, working with brain injured drug and alcohol users, working with adolescents, managing payroll and finances, or research.

**BABICM** is a professional association which was established in 1996 to promote the development of case management in the field of acquired brain injury. BABICM represents the professional interests and concerns of case managers who work with those who have suffered an acquired brain injury or other complex condition which requires co-ordinated rehabilitation, care and support. BABICM seeks to develop an ethical and professional structure in which the discipline can flourish, to encourage high standards in training and to promote networking and communication amongst its members for the continued growth, experience and reputation of case management



## Effective Case Management: what makes the difference?

*An enquiry into Clinical Standards and Best Practice  
in Brain Injury Case Management*

**24<sup>th</sup> April 2008**

Arundel House  
13-15 Arundel Street  
London  
WC2R 3DX

**In association with Head First (Assessment and Case Management) Ltd**  
The Old Mill, Northgrove Road, Hawkhurst, Cranbrook, Kent TN18 4AP  
Tel: 01580 752275 Fax: 01580 754475

**Supported by the British Association of Brain Injury Case Managers (BABICM)**  
P O Box 199, Bury, BL8 9EJ  
Tel: 07002 222 426 Fax: 0161 764 0602

## The schedule:

- 9.00 **Coffee and registration**
- 9.45 **Welcome and housekeeping**  
Jo Clark-Wilson *Managing Director, Head First (A & CM) Ltd*
- 9.50 **Introduction to the Day**  
Augustus Ullstein QC
- 10.00 **Short history of case management**  
Maggie Sargent *Maggie Sargent and Associates*
- 10.30 **View from the Inside**  
Georgie Cooper *Rehabilitation Team Leader, Allianz Insurance*  
Observations of standards from visits to case management organisations and her perspective as a rehabilitation adviser for an insurance company
- 11.15 **Break**
- 11.45 **View from a personal perspective**  
Sue Bohemen *Wife and carer of a brain injury survivor and Independent Case Manager*  
Relative's understanding and expectations of case management's standards
- 12.30 **View from Case Managers**  
Jo Clark-Wilson *Managing Director, Head First (A & CM) Ltd*  
Case management standards and the expectations of different parties in the case management process
- 13.15 **Lunch**
- 14.15 **Welcome back**  
Augustus Ullstein QC
- 14.20 **Any Questions**  
A multidisciplinary panel's perspective on best practice Case Management standards, demonstrated in case study format  
Augustus Ullstein QC (Chairman)  
Martyn Rose *Consultant in Rehabilitation*  
Ann Block *Brain Injury Survivor and former CSCI inspector*  
Mark Holloway *Case Manager, Head First (A & CM) Ltd*  
Julie Reynolds *Solicitor Specialising in Brain injury Litigation*  
Eddie Fardell *Solicitor and Deputy (formerly known as Receiver), Thomson, Snell and Passmore*  
Keith Popperwell *Solicitor, Lyons Davidson*  
Craig Chalmers *Service Manager, Surrey Social Services*

Helen Bennett *Continuing Care and NHAT Clinical Manager, Southampton City Primary Care Trust*  
Doreen Baxter *Consultant Neuropsychologist*  
Sue Bohemen *Wife and Carer of brain injury survivor and Independent Case Manager*

A staged case management case study investigating the facts; considering the standards; looking at the roles of all those involved (including clients, relatives, solicitors, insurers, receivers, CSCI, commissioners etc.) and investigating the options.

- 15.20 **Break**
- 15.40 **Continuation of Case Study**
- 16.40 **Summing up of Case Study**  
Cathy Johnson *Case Manager and Director of Rehab Without Walls Chair of BABICM*
- 16.50 **Final comments**  
Augustus Ullstein QC
- 16.50 **Close**

## Making your booking:

Please complete the booking form and send to: The Old Mill, Northgrove Road, Hawkhurst, Cranbrook, Kent TN18 4AP. Booking confirmation and relevant details regarding the venue will be sent within a week of receipt of payment, but in any case, no later than **3<sup>rd</sup> April 2008**. All cancellations must be made in writing; no refunds will be given after the above date. Prices include lunch and refreshments. Please let us know of any special dietary needs in advance.

Name: .....

Job / Role: ..... Organisation: .....

Address: .....

.....

Telephone: ..... Email: .....

Dietary requirements: .....

I enclose payment of £150.00 Cheque payable to Head First  OR

Please invoice my organisation for £150.00   
(Organisations will be invoiced upon receipt of this booking form. Please supply full invoice details if different from above.)

Signature: ..... Date: .....

Enquiries regarding booking to Hayley Divall / 01580 752275 / hayley.divall@head-first.org  
Enquiries regarding having a display stand to Jason Shelley / 07769 897818 / jasonshelley17@hotmail.com