



# Your Guiding Light

CLIENT HANDBOOK

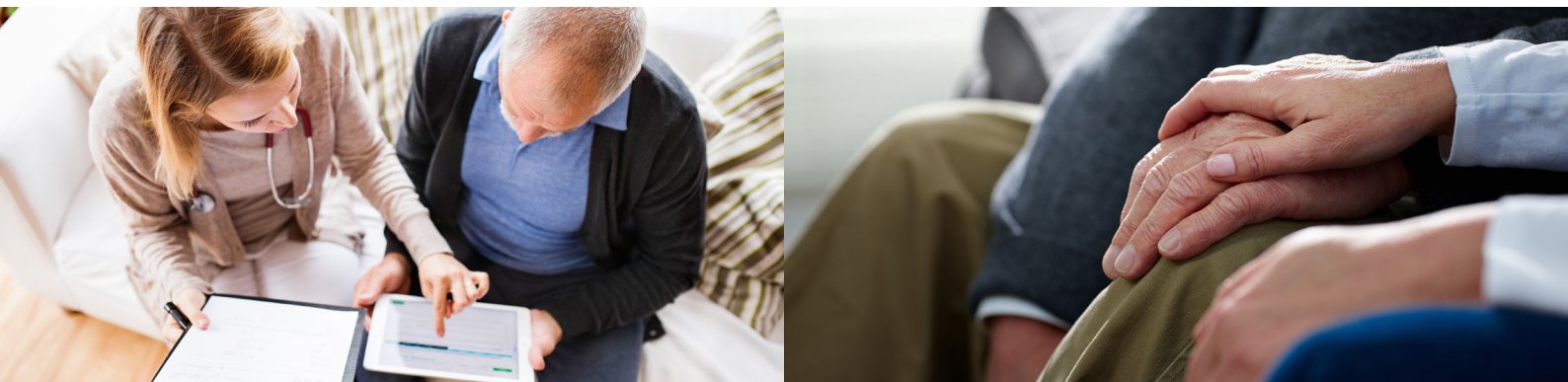
## What is Case Management?

“Case Management is a collaborative process which: assesses, plans, implements, co-ordinates, monitors and evaluates the options and services required to meet an individual’s health, social care, educational and employment needs, using communication and available resources to promote quality cost effective outcomes.”

– Case Management Society UK

“Case Management is an active process devoted to the coordination, rehabilitation, care and support of people with complex, clinical needs and their families. It aims to facilitate their independence and improve their quality of life whilst acknowledging safety issues.”

– British Association of Brain Injury Case Managers



What you can expect from Beacon Case Management:

- A skilled and knowledgeable Case Manager
- A professional, friendly and approachable team
- Consistency
- A Case Manager who will advocate for your rehabilitation and statutory rights
- A comprehensive assessment and report to identify your needs and goals
- A bespoke support and risk plan
- Regular formal and informal updates
- Specialist training for you, your family, your support team and professionals who may work with you

It is the role of Beacon Case Management Ltd to maximise your quality of life and to help you become the best you can be. It is a role we take very seriously. You will find our Statement of Purpose at the back of this Handbook with more details.

Communication is vital and if we work together we can ensure that the service we provide is the service you require.

## Who's Who at Beacon Case Management?

At Beacon Case Management there will always be someone available to help as we have a team structure in place. Your Case Manager will be your main point of contact and they will focus on supporting you in the case management role using their strengths and experiences.



**Sophie Benko-Jones**  
Director and Case Manager  
Registered Manager CQC



**Christy Simpson**  
Clinical Governance Manager  
Case Manager  
Safeguarding Lead



**Sally Gregson**  
Compliance Manager



**Stella Morgan**  
Business Support Administrator

### Director and Registered Manager

The CQC Registered Manager and owner of Beacon Case Management has full oversight of the company, working directly with case managers to support them in the delivery of high quality support and care to our clients.

### Clinical Governance Manager

The Clinical Governance Manager is accountable for improving quality across the company. They safeguard high standards of care by creating an environment in which excellent support and care will flourish. This role involves monitoring systems and processes to ensure client safety and quality of care across the organisation.

### Compliance Manager

The Compliance Manager ensures that the company complies with all relevant regulations and policies by conducting key audit tools. This could include health and safety, infection control, staff training or quality standards. The Compliance Manager is also responsible for conducting safe recruitment drives, on-boarding and inducting staff.

### Business Support Administrator

The Business Support Administrator gathers key information and data to inform the audit tools. They organise, coordinate and review staff training, ensuring all staff are trained to deliver safe and effective support. They also support with business administration, applying a variety of skills and knowledge to their work.



### Contact Details

Beacon Case Management Ltd., Victoria House,  
29 Victoria Rd, Horwich, Bolton BL6 5NA

**Telephone:** 01204 469 294

**Email:** [office@beaconcasemanagement.com](mailto:office@beaconcasemanagement.com)

**Website:** [www.beaconcasemanagement.com](http://www.beaconcasemanagement.com)

### Office Base

We have an office base in Horwich, Bolton. This space is used for any administration tasks and face to face meetings.

### Associate Case Managers

We have a team of Associate Case Managers who work from home and cover the North West. The current team and their CVs can be found on the website [www.beaconcasemanagement.com](http://www.beaconcasemanagement.com)

## Safeguarding – How to report suspected abuse



Beacon Case Management Ltd believes that all people have a right to a life that is free from violence and abuse.

Experiencing abuse and neglect has a significant impact on a person's health and wellbeing.

Abuse can consist of a single act or repeated acts and it is a violation of an individual's human and civil rights by any other person or persons.

There are many forms of abuse these are:

- Physical
- Verbal
- Psychological
- Neglect
- Sexual

Beacon Case Management has comprehensive policies on Safeguarding Adults and Safeguarding Children. These should be read in full by all support workers who may be working with you and signed as evidence of this.

If you are unsure about any situation, you can contact your Case Manager or our safeguarding lead Christy Simpson at [christy.simpson@beaconcasemanagement.com](mailto:christy.simpson@beaconcasemanagement.com).

You may also contact CQC whose contact details you will find in this booklet. Finally, each Local Authority has their own Safeguarding Team, and you can contact them directly.

We do of course have a duty of confidentiality to you and your family, but you should be aware that in cases where we suspect that you, or other people, are at risk of abuse, then our duty to report that suspicion overrides our duty of confidentiality.

Once a suspicion of abuse is raised with the local Safeguarding Team then their own procedures will be adopted and Beacon Case Management Ltd cannot be held responsible for any action taken by other organisations.



**Care Quality Commission (CQC)**

CQC can be contacted from Monday to Friday 8.30 am to 5.30pm at: CQC National Customer Service Centre Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA.

**Local Government Ombudsman (LGO)**

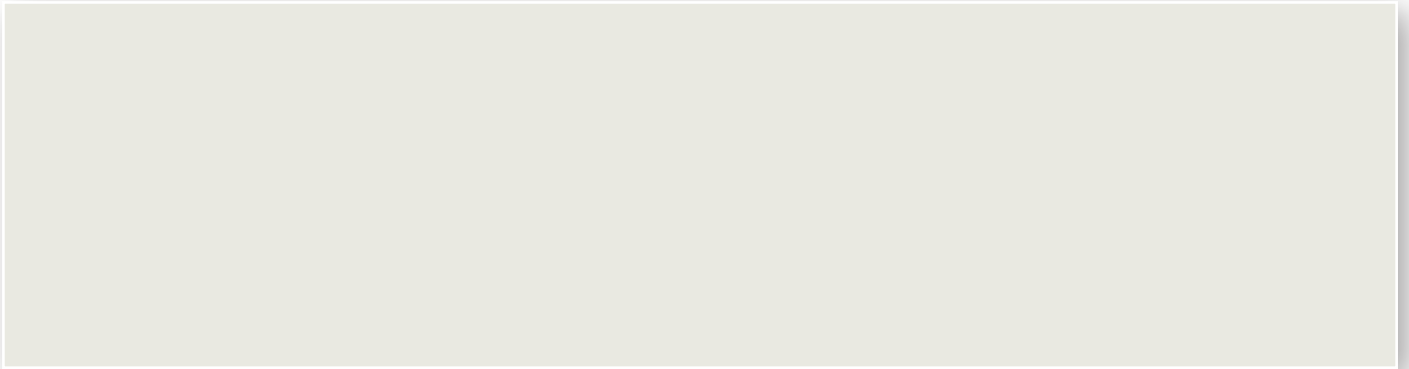
The Local Government Ombudsman (LGO) can consider complaints from all adults with social care (self-funded or local authority). Visit: <http://www.lgo.org.uk/adult-social-care/> for information.

**Police**

In case of emergencies, dial 999. Where there is no emergency, dial 101.

**Local Area Safeguarding Team**

The contact details for the local safeguarding team is:

**Independent Mental Capacity Advocate (IMCA)**

You are able to access a local (IMCA) by contacting Beacon Case Management Ltd, who can provide you with the details.



## Compliments and Complaints

Here at Beacon Case Management, it is very important that we constantly provide a quality service. We understand that receiving feedback and comments from our clients is vital to maintaining such high standards. Through positive feedback we are able to monitor how effective our services are. However, if there are any areas you are displeased with then please get in touch so we can implement improvements. We have a dedicated compliance team who will receive and respond to your feedback.

### Complaints

We have a simple process to follow, should you wish to make a complaint, whereby we can effectively and efficiently handle the matter. In the first case your complaint should be made either verbally or in writing with the person(s) who you are directly working with e.g., Support Worker, Case Manager, etc. This person should be able to suggest a way of dealing with the issue or resolving the matter completely.

Should you wish to complain to someone not involved in your care, or the matter has not been resolved, and you are not satisfied with the response, your next step is to put in a written complaint to the Registered Manager (Sophie Benko-Jones). Please write to Beacon Case Management Ltd directly at Victoria house, 29 Victoria road, Horwich, Bolton, BL6 5NA; or email [office@beaconcasemanagement.com](mailto:office@beaconcasemanagement.com). Appropriate interpretation, alternative communication methods and/or advocacy support will be supported by Beacon Case Management as required.

The complaint will be acknowledged and an investigation into the matter will commence. Beacon Case Management will acknowledge your complaint within 5 working days and aims to respond within 28 days. Should investigation take longer, complainants will be kept informed at each stage of the process.

You may also, if you wish, refer complaints to the Local Government Ombudsman (LGO) and the Care Quality Commission (CQC), whose details can both be found in this handbook. If you require further information Beacon Case Management complaints procedure does not in any way affect your rights in law.

### Compliments

Beacon Case Management appreciates and welcomes compliments and expressions of appreciation into the organisation. These are very valuable indicators of the effectiveness of our service and can provide useful learning points and examples of good practice which can be shared throughout the organisation.

### Recording of Complaints and Compliments

A record will be kept of all complaints and compliments including details of investigations and actions taken to support a system of identifying and analysing a pattern of complaints. A record is also kept on your personal file and/or the support worker's personnel record as appropriate.

### Service Improvement Feedback

With your consent, the compliance team will ask you, your family/friends, support staff, case manager and wider therapy team for feedback. This will inform our annual service improvement report which aims to evaluate what we do as a service. We do this by identifying and consolidating strengths, addressing areas for development and learning as a service in order to improve the quality of what we offer to you.

## Our Core Values



### Guidance

We understand that the journey from injury to rehabilitation and living with life-altering conditions can be a daunting experience.

We pride ourselves in professionally guiding clients and their families through each step, pre and post-litigation.

To achieve this, we point clients in the right direction of appropriate healthcare at each stage.



### Client Focus

Our clients' quality of life is at the core of our Case Management duty. It is imperative that we measure the client's quality of life alongside their own perception of their health and wellbeing.

This is measured at the onset of our services and at regular intervals using standardised assessments.

The happiness, welfare and progress of our clients is of utmost importance to us as professionals.



### Collaboration

We put clients first in everything we do by working closely with clients, carers, families, communities, legal teams, and health professionals, both NHS and private.

We ensure seamless collaboration amongst all parties, with the best interest of the client in mind at all times.



### Stability

Our aim is to work with clients on a long-term basis to ensure a consistent quality of management, allowing the client's health, care and personal needs to be met.

Both short and long-term goals will be drafted alongside the client and other professionals, with regular assessments to ensure these are being worked towards.

## CQC – Who they are and what they do



The Care Quality Commission (CQC) is the independent regulator of healthcare and adult social care services in England.

Their role is to ensure that the care that people receive meets government standards of quality and safety.



They continuously monitor compliance with these standards and act swiftly if they feel a provider is failing to meet these.

All organisations registered with CQC is required to provide evidence that the service they provide is:

- Safe
- Effective
- Responsive
- Caring
- Well-led





## Our role in keeping you and your family safe

### **Risk**

At Beacon Case Management Ltd we know that there is an element of risk in everyone's life. We also know that freedom of choice is everybody's right.

Activities you engaged in prior to your accident/injury may carry an increased level of risk now. It is not our role to tell you what you can and cannot do. It is however our duty to assess the level of risk and bring this to your attention to ensure you are able to make an informed decision whether to continue with that activity. We will work with you on this and provide support as required.

Risk Assessment is a procedure carried out to:

- Identify hazards
- Assess risk
- Give guidance on areas of uncertainty
- Set limits of what can be done when risk has been identified

Risk Assessments, when carried out, will be kept with your Support Plan.

Each home should have a Fire Risk Assessment together with an Emergency Evacuation Plan, and it is a good idea to go through this on a regular basis, ensuring exits are kept clear. Everybody in your household should be made aware of what to do in the event of a fire.

### **Health and Safety**

It is the duty of all employers to comply with the Health and Safety at Work Act 1974 and any subsequent legislation to provide and maintain a healthy and safe environment for employees and visitors.

Whilst the Employer will do all within its powers to ensure the health and safety of its employees, it is recognised that health and safety in the workplace is the responsibility of every individual. A health and safety environmental risk assessment will be completed by your case manager in your home.

Health and Safety training will be provided to any support workers working with you, along with other mandatory training courses. If an employee is uncertain how to perform a task, or believes there may be an element of risk, it is their duty to advise the Employer immediately.

Beacon Case Management Ltd have a comprehensive Health and Safety Policy which staff are required to read.

### **Information**

We cannot provide you with a quality service without necessarily holding a considerable amount of information about you. We do however assure you that we take this very seriously and go to considerable lengths to protect this information. We are registered with the Information Commissioners Office and adhere strictly to all requirements laid down by GDPR and the Data Protection Act 2018.

We retain information that relates to the care and support provided to you and you may at any point request sight of the information we hold, in accordance with the Act.

## Our role in keeping you and your family safe

Where a Support Plan is required, this will be prepared by the Case Manager and this will not be signed off until you are happy with it. We will ask you to sign this to evidence this. This Support Plan will then be shared with your support worker, where one is in place, and your therapy team.

We will also ask you to sign a consent form requesting for your authority for us to share information.

Finally, we may ask for your authority for third parties to release information to us or your support team. This will be requested as and when required with the aim of providing you with assistance.

### **Mental Capacity**

If you have suffered an Acquired Brain Injury, there may be issues around whether you still have mental capacity. The Mental Capacity Act 2005 (MCA) reforms and clarifies the law about the decisions which need to be made on behalf of those who lack mental capacity. It also provides opportunities for the mentally capacitated to plan for their possible future mental incapacity. The Act therefore has the potential to impact the whole of the adult population of England and Wales.

The Act sets out 5 basic principles which act as benchmarks for decision makers. These are:

1. A person must be assumed to have capacity unless it is established that he/she lacks capacity.
2. A person is not to be treated as unable to make a decision unless all practicable steps to help him/her to do so have been taken without success.
3. A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
4. An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.\*
5. Any decisions made on behalf of a person under the Mental Capacity Act consideration must be made how this can be achieved in a way that is the least restrictive of the person's rights and freedom of action.



## Our role in keeping you and your family safe

### **Best Interests\***

How does one determine the best interests of a person who lacks capacity to make a decision at the time it needs to be made? And who makes that decision?

An individual can make a decision about any future treatment that they may receive in the event of a loss of capacity. This is known as an advance decision.

An individual ('Donor') is able to confer decision-making powers on a nominated individual ('Donee') to enable that nominated individual to make decisions on their behalf about their welfare or property. This is done through the making of a Lasting Power of Attorney (LPA).

The decision-maker must not act or make a decision based on what they would want to do if they were the person who lacked capacity.

If a person's incapacity is likely to be temporary, it may be possible for the decision to be postponed until capacity is regained.

Section 4 of the MCA sets out a checklist of common factors that must always be considered by anyone who needs to decide what is in the best interests of a person who lacks capacity in any particular situation.

The principle covers all aspects of financial, personal welfare and healthcare decision-making and actions. It applies to anyone making decisions or acting under the provisions of the Mental Capacity Act, including family carers, care workers, healthcare and social care staff, attorneys appointed under a Lasting Power of Attorney or Enduring Power of Attorney, and deputies appointed by the Court of Protection.

Speak to your case manager if you want more information on the Mental Capacity Act.

### **Advocacy**

There may be occasions where there is no obvious decision-maker to determine Best Interests. In these circumstances, the MCA allows for the appointment of an Independent Mental Capacity Advocate (IMCA).

The purpose of the IMCA is to represent vulnerable people who lack capacity to make important decisions about serious medical treatment and change of accommodation where they have no family and friends available for consultation about those decisions.

The Care Quality Commission describes advocacy as "taking action to help people to say what they want, securing their rights, representing their interests and obtaining the services they need."

You can find details of how to access a local IMCA by contacting Beacon (contact details on page 3).

