



Client Referral Handbook



Your Guiding Light.

Beacon Case Management Ltd. Victoria House, 29 Victoria Rd., Horwich, Bolton BL6 5NA
01204 469294 | office@beaconcasemanagement.com | www.beaconcasemanagement.com

ABOUT US.

Beacon Case Management Ltd specialises in the provision of high-quality case management.

Beacon Case Management Ltd provide bespoke care packages, rehabilitation services and clinical case management to clients who have been catastrophically injured.

With extensive experience in acquired brain injury rehabilitation, Beacon Case Management Ltd is dedicated to providing quality and consistency in the delivery of services to clients, families and referrers.



Beacon Case Management Ltd provides personal care and case management services to clients throughout the Northwest who have sustained serious injuries including acquired brain injury and spinal injuries.

We have extensive experience working with clients who have acquired sustained brain, spinal and orthopaedic injuries, as well as those who have had amputations.

We strive to provide the very best rehabilitation services and ongoing management of care provision.

We believe that to provide excellent Case Management services, your Case Manager should be a healthcare professional who is currently registered with their own regulatory body.

We are pleased to see that the Institute of Registered Case Managers has recently been created via collaboration of the British Association of Brain Injury and Case Management (BABICM), the Case Management Society UK (CMSUK) and Vocational Rehabilitation Association (VRA).



SERVICES.

We provide a variety of Case Management services for clients who have suffered complex and catastrophic injuries. These include:

- Case Management
- Initial Needs Assessments
- Mental Capacity Assessments
- CQC Regulated Personal Care
- Medical Competency Assessments & In House Nursing Compliance
- Long Term Management of Support Workers
- Family Support & Education
- Recruitment, Training and Supervision



SEE WHAT THEY'RE SAYING.

"I have worked alongside Sophie for a number of years, and I have found her to be extremely effective, particularly in managing challenging employment matters for my clients with complex care needs. She consistently demonstrates a commitment and determination to resolving complicated issues whilst maintaining her focus at all times on her client's safety, independence and quality of life.

Her input has been invaluable in managing a particularly difficult care package for my client. She has provided an empathetic and caring approach balanced with a necessary tenacity in what was a very stressful situation for our client and his family.

I would not hesitate to recommend Sophie."

Lucy Bazley
Solicitor, Irwin Mitchell



SAFE



EFFECTIVE



CARING



RESPONSIVE



WELL-LED

WHY CHOOSE BEACON?



It is the role of Beacon Case Management Ltd to help our clients become the best they can be. It is a role we take very seriously. If you choose to work with us, here's what you can expect:

- 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

SEE WHAT THEY'RE SAYING.

"I have known Sophie since 2014, when we worked together briefly in setting up a Neuro Rehabilitation Service.

Sophie has remained a professional colleague and has excellent skills in Case Management, knowing when to signpost to specialist services and seek assistance from medical Consultants when required. Sophie is a friendly and approachable character, with a great reputation in our industry.

I would not hesitate to recommend Sophie and her company."

Dr Bhaskar Basu
Consultant & Clinical Lead

"I have worked with Sophie over the years on both adult and paediatric cases.

Sophie is an excellent case manager always striving to achieve the best outcome for her clients.

She has the skills and expertise in bringing together a professional team to meet the client's requirements."

Jan Bagshaw
Epilepsy Consultant Nurse

OUR 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.



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.



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.



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.

CARE QUALITY COMMISSION.

SEE WHAT THEY'RE SAYING.

"Lovely to work with, the team thinks highly of Rachel. Will spread the word about Beacon as they are excellent."

Isobel
Solicitor

"This is the first job in 35+ years where I look forward to going to work every shift."

Chris Fairburn
Support Worker

"They were great, they were really responsive and got stuck in, they all did really well in their assessments too."

Jenni
Amber Case Management Training

"I'm happy with the support I receive in my role and feel happy knowing I have a few people to talk to if any issues arise."

Kirsty
Support Worker

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



The Care Quality Commission rates us as Good or "performing well and meeting our expectations" (CQC, 2022).

Inspected and rated

Good



OFFICE TEAM.



Director and Registered Manager

The CQC Registered Manager and owner of Beacon Case Management Ltd 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.



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.



CASE MANAGERS.

We have a team of Associate Case Managers who work across the northwest region.

Case Managers are our clients' main point of contact. They focus on supporting clients in the case management role using their strengths and experiences.



Elaine O'Flaherty

Senior Case Manager



Linsey Jamieson

Senior Case Manager



Alex Murphy

Associate Case Manager

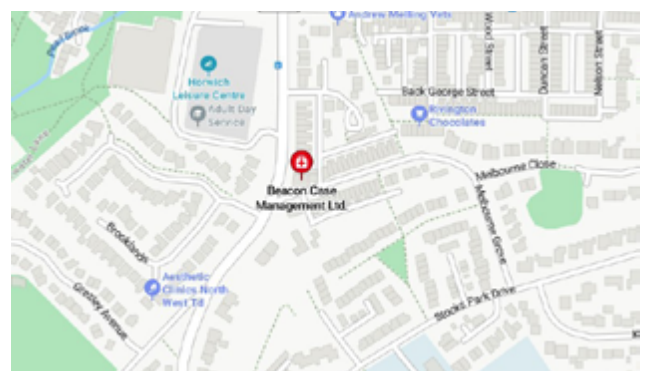


Rebecca Keeping

Associate Case Manager

At Beacon Case Management there will always be someone available to help. We have an office base in Horwich, Bolton. This space is used for any administration tasks and face-to-face meetings.

Find us at: Victoria House, 29 Victoria Rd., Horwich, Bolton BL6 5NA



MAKE A REFERRAL.

To get started, please contact us with the client's details and postcode.

You can call us on:
01204 469294

email our team at:
office@beaconcasemanagement.com

or fill in the form provided on our website at:
www.beaconcasemanagement.com/referrals.

Either way, the Beacon Team will be happy to help!



SEE WHAT THEY'RE SAYING.

"I have worked with Sophie over the last few years and found her to be dedicated, professional and always willing to go that extra mile for her clients. She is passionate about her work and is extremely driven to achieve the very best outcome for all of her clients."

Richard Biggs
Senior Associate, Irwin Mitchell

"Staff feel valued by Beacon and the case manager is always available when they have questions or need support."

Leanda Spence
Client Family Member

"I have worked with Sophie on a number of cases. Sophie has proven to be an excellent Case Manager who is able to identify all of the needs of the clients and put solutions in place to manage any issues.

Sophie works collaboratively with the therapy team and shows empathy towards the client and their family. I would have no hesitation in recommending Sophie as a Case Manager."

Suzanne Guest
Occupational Psychologist
Work in Mind



CONTACT THE TEAM:

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REGULATED BY:

