



unlocking
your
potential



contents

Our Services	4
Quality & Governance	5
Why us?	6
Testimonials	7

At Care and Case Management Services Ltd (CCMS), part of the Active Care Group, we offer very distinct and specialised case management and support services for adults and children recovering from an acquired / traumatic brain injury, spinal injury, catastrophic injuries and associated disabilities.

Active
Care Group

ccms
CARE & CASE MANAGEMENT
SERVICES

what is case management?

The text book definition is that its 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.

The understandable and human definition is that, as a Case Management company, we support people who have had a life changing injury to get back to being the person they used to be through trusted, meaningful and open communication and on-going support in all aspects of their lives.

We are well known for challenging extremes and pushing boundaries to meet and exceed expectations because our philosophy is simple.

Everyone, regardless of need, health, disability, age, race or gender should have the opportunity, and be supported, to reach their potential and in doing so, enjoy freedom of choice, respect, dignity and the right to live as normal a life as possible after a devastating accident or negligence.

We strive to make a positive difference every day and as a team, work tirelessly to always put our clients first.



Julie Gardner

Business Manager

our services

Our services include but are not limited to:

- The introduction and on-going support of an experienced Case Manager who will fully understand their client's needs and expectations
- The over-arching support and capabilities of the CCMS back office teams who liaise with the Case Managers regularly
- Preparation and review of Case Management Reports
- Co-ordination of Support, Care and Rehabilitation Programmes
- Co-ordination and Management of Multi-Disciplinary Therapeutic Teams to provide a unified and fluid approach
- The recruitment and training of staff in line with the client's requirements
- 24/7 on-call facility
- On-going training, mentoring and development of our staff and support workers
- Mentoring scheme where existing clients can support new clients through their journey

Other services include:

- Range of in-house training courses and manual handling training
- Risk Assessments
- Expert Witness
- Advocacy with Local Authorities and Primary Care Trusts
- Family Support

quality & governance

We have been rated as “Outstanding” by the Care Quality Commission however, this certainly doesn’t mean that we have sat back and put our feet up!

Our aim is to continuously exceed the expectations of not only our clients but the care professionals we work alongside and to achieve this, we have an on-going commitment to quality assurance that is:

- An open, honest and transparent approach in all areas
- Regular client contact/documented meetings and reviews of relevant documentation
- Training and development of all staff that work at CCMS
- Complaint/concern/incident management
- Monthly internal quality assurance and case management meetings
- Clinical governance reviews
- Regular audit checks of on-going operational activities
- Yearly client/staff questionnaires

As a team, we will continue to review our services and implement change to the benefit of the services we provide.



why us?

You know more about You than anyone

We know that our clients are individual and as such, will require individual and personalised support from us, this is instilled into our services from the very first meet and greet.

We get to know our clients, who better than them to tell us what they want to achieve and how they want to achieve it.

We completely understand how difficult things may feel.

Our Case Managers are all trained and highly experienced in either education, nursing, occupational therapy or social work in varying backgrounds and support, mentor and share skill sets to provide the best outcomes.

We listen to our clients on-going and changing needs, we react accordingly and ensure there is a collaborative and unified approach.



We are honest and open with our clients and will always have their best interests at the heart of everything we do.

We have been rated as Outstanding by the Care Quality Commission because we are all passionate and extremely dedicated to delivering the best quality service and the best outcome for our clients.

because we truly care!

Quotes from some of our clients and their families:

- *"I have confidence in them."*
- *"They are absolutely fantastic."*
- *"They (the person using the service) feel very safe and we're happy with the service."*
- *"X is strongly supported by both her support team and her case manager, I don't think we would still be one family unit without our Case Managers help and support."*
- *"My son is very well supported particularly given his sometimes un-cooperative approach."*

Quotes from our support / care staff:

- *"I have really good quality supervision, there isn't one case where I feel I'm working in isolation."*
- *"Everyone is amazing, you can go to anyone and they will help you."*
- *"Being in contact with quite a few support workers, I feel that the level of support I have is far superior than most. I appreciate that I am trusted to get on with my job and I am made to feel appreciated, thank you!"*
- *"I've worked for over twenty years in manufacturing and 10 years in support and I can say without a doubt that CCMS is the best firm I have worked for."*

Quotes from some of the professionals we work with:

- *"Care and Case Management Services are rigorous in terms of acting on issues regarding client safety."*
- *"I would say that they are probably one of the most effective case management companies in the market. They are proactive, cost efficient, have a wealth of experience in various areas and make a real difference to people's lives"*
- *"The service is highly effective; works are completed in a timely manner. Regular team meetings for clients ensure that goals are collaborative, services integrated and potential maximised."*

ALL QUOTES RECEIVED VIA CARE QUALITY COMMISSION AUDIT REPORT OCT 2018 / CLIENT & STAFF QUESTIONNAIRES JULY 2019.

“We heard how the staff team by their dedication, knowledge and kindness had helped people and families live meaningful and fulfilled lives following the tragedy of an acquired brain injury, often caused in highly traumatic circumstances. We heard so many stories of the practical and emotional support provided to people and their families that had helped their lives. On an individual basis, staff recognising when people were in danger of becoming overwhelmed and offering their personal time or specialist help to keep people and their family or loved ones together.”

CQC report 2018



CARE & CASE MANAGEMENT SERVICES LTD

The Old Smithy · 1 North Road · Stokesley · North Yorkshire · TS9 5DU

T: 01642 713720 · E: info@ccms.org.uk · www.ccms.org.uk

Business Manager: Julie Gardner · T: 07384 215446

