

Case Management in Practice



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A collaborative approach

In my capacity as a case manager, I work with a client, 'Sam' who is 13 years old and who has cerebral palsy and autism.

In my role as Sam's case manager, it is my responsibility to oversee provisions within the home, ensuring Sam receives high quality care, with equipment and therapy programmes that meet their needs. I help manage Sam's support worker, oversee documentation to meet CQC standards and maintain regular communication with the family and clinical team.

Sam has input from a paediatrician, private physiotherapist and occupational therapist and multi-disciplinary therapy input at school. This case study reflects on the effective collaborative working between the team that enabled us to respond to Sam's changing needs and consider an alternative wheelchair solution.

I am an Occupational Therapist by background with paediatric experience and my knowledge and skills are regularly put into practice to support my clinical reasoning when carrying out case management interventions. I have been monitoring Sam's wheelchair needs over the past year, during a growth period. The current wheelchair was adjusted 8 months ago to accommodate Sam's growth and to fit thoracic supports, but further postural support was needed. Sam's mother also told me that the wheelchair was becoming heavy to manoeuvre and they wanted to explore having a power pack fitted.

I contacted the occupational therapist and physiotherapist to communicate the change in need and they fully supported a wheelchair review. Both therapists then worked directly with Sam and the family to carry out their own assessments and make recommendations.

After further discussion with both therapists, and with the support of Sam's mother, we agreed an NHS wheelchair review was needed in the first instance to explore what specification of wheelchair could be provided through statutory services. However, if we felt there were more suitable wheelchair solutions available for the client that were unavailable through the NHS, a wheelchair prescription could be obtained from wheelchair services and private top up funding could be used to purchase a higher specification wheelchair.

This is a practical example of a clinical team working collaboratively to achieve the best possible outcome for their client. Thanks to the good communication established between the case manager, Sam's family and the MDT, and with effective use of the skills and knowledge in the team, we were able to identify and respond quickly to Sam's changing needs.

It demonstrates the value of case management when it comes to the day-to-day management of a client's care provisions, working efficiently with the available resources.



I applied my paediatric knowledge and skills to ensure the interventions were seamless and well-coordinated and I worked collaboratively as a member of the client's clinical team. This is just a snap shot of one intervention. Due to Sam's age, there will be many more changes to support them with over the next few years. However, with regular monitoring from case management, maintaining strong relationships with family and the clinical team, Sam will receive high quality and timely interventions to enable a positive transition into adulthood.