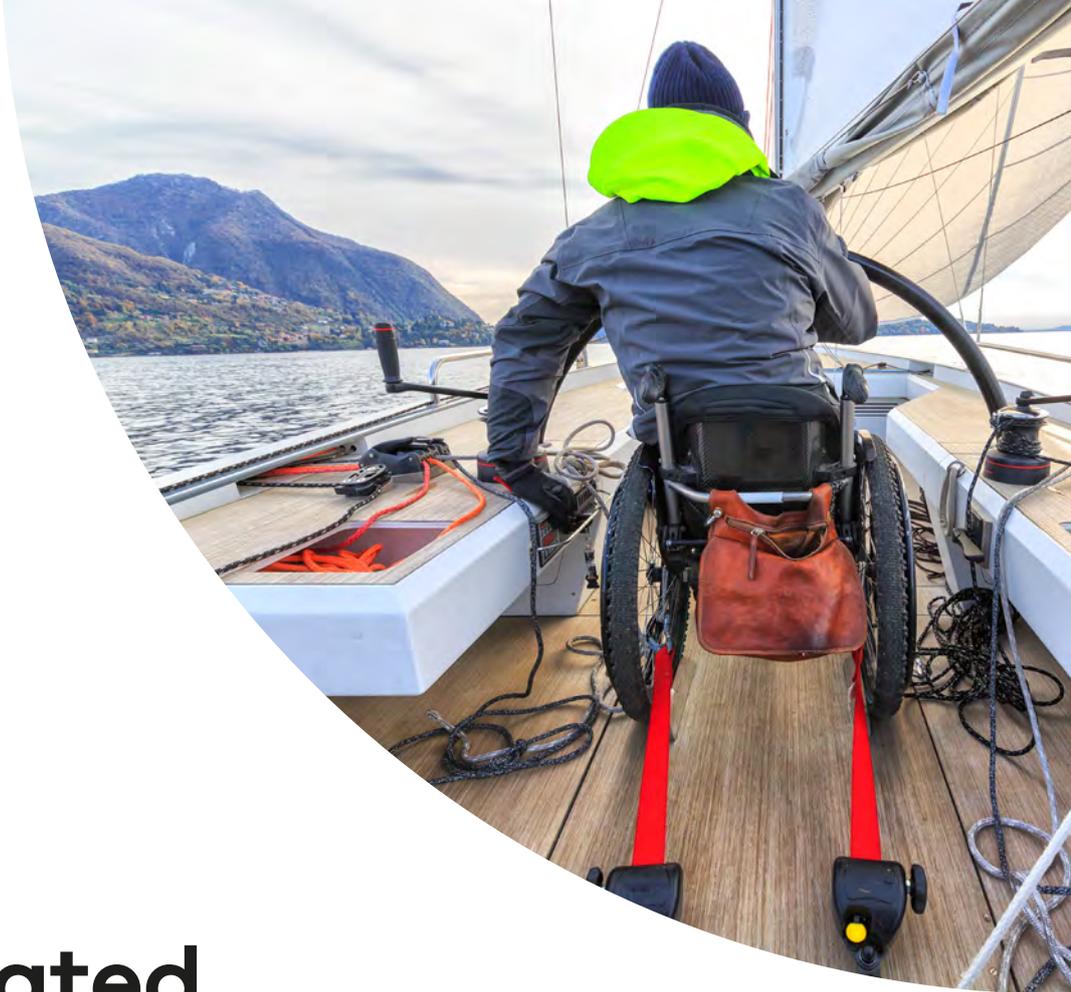


**Enabling  
a better  
quality  
of life**



**integrated**  
case management

[integratedcm.co.uk](http://integratedcm.co.uk)

# Enabling a better quality of life

Integrated Case Management is focused on supporting clients to achieve the best possible outcomes and maintaining the highest quality of life, for the rest of their lives.

We are a person-centred and caring company who puts the needs of our clients first. We work with adults, young people and children who have suffered catastrophic life-changing injuries.

## Why choose us

### **Offices in Hampshire and Dorset**

We are focused on providing leading case management across the south of England. This ensures your case manager is never far away and that you benefit from our extensive knowledge of the NHS and private rehabilitation services in our local area.

### **Health and social care specialists**

With a minimum of seven years' clinic experience, our case managers are highly skilled in providing intensive support to our clients. They work with them to set realistic and achievable short and long-term goals, to enable them to achieve their maximum level of functional independence.

### **Technical training**

Our case managers are trained in the specific areas of disclosure and legal privilege and on the litigation process as a whole. This ensures they understand the implications of the different stages of the claim, how their role and reports fit into that process and how best to support clients through the steps.

### **Achieving the best possible outcomes**

Working together, we strive to give clients, and their families, the best opportunities to reclaim their lives. We develop services that are truly integrated, bringing together our clients, their families, the multi-disciplinary team, solicitors and insurers.



## Who we are

### Leadership team

We have a unique blend of knowledge and experience acquired through strategic and operational management of case managers and a 'hands on' case management approach. In addition, our understanding of the reality of life-changing situations, and our compassion and empathy for their far-reaching impact, is further deepened by our Chairman, who is the father of a daughter living with a catastrophic brain injury.



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# Our promise

## For clients and their families

We explore all appropriate services that are available to meet a client's needs and provide the right person with the specialist training, skills and experience to fit with them and their families. Our case managers bring their wealth of knowledge, commitment and passion for supporting each individual client, together with their families, to achieve their short and long term goals.

## For solicitors

Our case managers and extended team focus on helping our clients set, progress towards, and achieve their short and long-term goals. Together they strive to give clients, and their families, back their lives whilst demonstrating value for money.

We are also highly responsive and adaptive to change, providing excellent communication with all involved parties. Timely and detailed reports are delivered with clear financial accounts showing the progression towards the agreed goals. We are time efficient and cost effective.

# Working with us

## Referrals

An accurate, sensitive and timely referral is a crucial element in attaining the best possible outcomes for a client, enabling the person to benefit from the most appropriate intervention at an optimal time. We welcome all referrals and ensure a collaborative approach for all parties while upholding our duty of care to the client.