



Brain Injury & Complex Case Management

A Guide For Clients & Families



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The British Association of Brain Injury and Complex Case Management (BABICM) was established in 1996 and is the representative body for Case Managers.

BABICM provides a structure for the professional advancement of case management, and promotes best practice to address and manage the needs of people with brain injury and other complex medical conditions.

The purpose of the organisation is to ensure that the needs of individuals with brain injury and complex medical conditions are recognised and met through excellent case management.

All Case Managers listed on the BABICM website www.babicm.org are Advanced Registered Practitioner Members.

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What is a Case Manager?

A Case Manager is a qualified health or social care professional.

A Case Manager has the skills and experience needed for working with individuals who have a brain injury or complex needs.

They are employed in many sectors including the National Health Service, private health, Social Services, and also in insurance companies.

A BABICM Advanced Case Manager has completed an Advanced Membership Assessment and has significant experience, (equivalent to 3500 hours or three years fulltime working), skills and knowledge of working with individuals who have brain injuries and complex needs. They also have extensive knowledge about rehabilitation and what is required to improve the individual's day-to-day life.

What does a Case Manager do?

A Case Manager assesses, plans, implements, co-ordinates, monitors, evaluates and reviews the options and services required to meet the individual's health and wellbeing, social care, educational and/or occupational needs using communication and available resources to ensure quality, cost-effective and safe outcomes.

A Case Manager will work closely with the individual to identify what is important to them currently, and what might be important in the future. As the individual's life changes, the Case Manager will review their needs, work collaboratively with other professionals, implement the necessary changes and provide ongoing support.

How does a Case Manager work?

A Case Manager can help with a range of services:

Rehabilitation: This is an important part of the ongoing recovery from a brain injury, and in the management of complex medical conditions. A range of therapists are involved in rehabilitation, e.g. physiotherapist, occupational therapist, speech and language therapist. Psychological support may also be required to improve mental health. A Case Manager can discuss and advise on the different therapies available, and coordinate the required services.

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Support/personal care: A Case Manager can help with organising support and personal care e.g. if the individual needs help getting ready in the morning or evening, if assistance is required to get out and about in the community, or to access leisure activities and pursue interests.

Employment: A Case Manager can liaise with current and previous employers, or assist with pursuing new work opportunities.

Housing/equipment: A Case Manager can help with adapting the individual's home. A Case Manager will discuss and guide the individual through all the options and services available.

What makes a good Case Manager?

Apart from having extensive knowledge and expertise, a Case Manager must be a good communicator, with excellent organisation skills and experience of working with individuals who have a brain injury or complex medical condition. The Case Manager/client relationship is extremely important; the individual needs to feel that the Case Manager understands what is important to them, what they need in their everyday life, and that they can ask for help and support.

Where does a Case Manager work?

A Case Manager works with the individual in their own home or in the local area. They either work for a case management company or as a self-employed individual

What does case management cost?

A Case Manager charges by the hour for their time spent visiting the individual, writing reports, telephone conversations, liaising with other professionals and organising all aspects of the support and care. Mileage and travel are also charged, but at a different rate. Some individuals may have a Case Manager if they are pursuing a compensation claim following an accident that has caused their brain injury or complex medical condition. In this instance the Solicitor will include the costs of the Case Manager in the claim.

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Further information and a list of Case Managers are available on the
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