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**Neuro Case Management Corporation Ltd – (t/a NCMUK)  
2020 Services Handbook**



## **Neuro Case Management Corporation Ltd - Company History**

**NCMUK was founded by Martin Gascoigne in 2010.**

**After working for many years managing a team of Brain Injury Social Workers for Social Services, Martin was headhunted and moved into the Private Sector and became the Care Quality Commissions registered manager of a 60 bedroom rehab hospital.**

**Since 2014 NCMUK have become one of the largest Case Management Companies throughout England and Wales employing over 100 staff providing many different services for adults and children who experience both brain and spinal injuries.**

**NCMUK are proud to be a family owned company. As most of our competitors are being purchased by large national organisations it means that NCMUK can still offer a personal service and can build bespoke packages of care and support for all of our clients.**

## NCMUK Services 2020

**We are a national independent company who specialise in working for Court Of Protection and Trust Solicitors.**

**We have gained a reputation of excellence around England and Wales where we are proud to be able to offer the following services to you and your colleagues:**

- **Care Plans, Assessments and Reviews** **Page 5**  
 Include providing Functional Initial Needs Assessments and Risk Assessments
- **Case Management for Adults and Children** **Page 6**
- **Mental Capacity Act Assessments** **Page 7**  
 These are undertaken for any individual who needs confirmation of Capacity or Comprehension
- **Welfare Benefit Application, Reviews and Appeals** **Page 8**  
 Which also includes Reconsiderations
- **Community Care in Accordance with 2014 Care Act** **Page 9**  
 All NCMUK practice is underpinned by National Minimum Standards
- **Provide Home, Lifestyle and Community Support for all Clients** **Page 10**  
 All NCMUK Case Managers work as advocates in a Task Centred Approach
- **Work in Partnership with all Government Departments** **Page 11**  
 Social Services, National Health Service and Primary Care Trust
- **Continuing Health Care Assessments, Reviews or Applications** **Page 12**  
 Include joint working with Social Services and National Health Service
- **Assistive Technology** **Page 13**  
 NCMUK has worked with organisations around the UK in order to build bespoke packages of Technology
- **Recruitment and DBS** **Page 14**  
 NCMUK is licenced to undertake DBS checks on all new staff and undertake all aspects of recruitment



- **Training** **Page 15**  
Staff employed by NCMUK are trained to a Gold standard in accordance with National Minimum Standards
- **Home Adaptations** **Page 16**  
NCMUK is currently working with councils around the UK and with Architects in order to complete planning and extensions for live in carers
- **Brain and Spinal Injury Case Management** **Page 17**  
NCMUK Case Managers are trained to provide support for brain or spinal injured clients
- **Court of Protection Support** **Page 18**  
NCMUK works with Court of Protect Teams in England & Wales providing support and guidance



## **Care Plans, Assessments and Reviews which also include providing Functional Initial Needs Assessments and Risk Assessments**

NCMUK Case Managers are trained to undertake all aspects of Risk Assessments and are also experienced in both completing and reviewing Care Plans.

All NCMUK Case Managers are trained to complete Functional Initial Needs Assessments, which will identify both the level and the amount of need of the client and, as part of this process, a cohesive and comprehensive list of recommendations will also be provided. This will also include a breakdown of all costs involved.

NCMUK can also be instructed on a one off basis to undertake or review any documentation that would form part of the clients support package.

So as to promote quality assurance all documentation is reviewed before circulation to the relevant parties.



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## **Brain & Spinal Case Management for Adults and Children**

NCMUK has a Paediatric Team who specialise in providing all aspects of children's case management services around England and Wales. NCMUK is able to provide both adult and paediatric services by using our in-house directory of professionals that have previously been instructed by NCMUK and have proven they are capable of working at the highest level.

At the point that we are referred a new client, we match a Case Manager who is based in a similar geographical location, in this way we aim to reduce all travel costs.



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**Mental Capacity Act Assessments - these are undertaken for any individual who needs confirmation of Capacity or Comprehension**

NCMUK is instructed on a daily basis to undertake Mental Capacity Assessments for a variety of decision specific reasons, a few examples as below:

- Testamentary
- Making a Will and or Probate
- Accommodation
- Financial Management
- Court of Protection 3 (COP3)

All of our Mental Capacity Act Assessments are determined specific and we also include a completed Mini Mental Self Evaluation.

NCMUK may be instructed any third party including Solicitors, Deputies or an IFA to undertake this Assessment which is charged at a fixed fee according to our Rates & Conditions.



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## Welfare Benefits

From the start of launching, NCMUK has developed an excellent reputation applying for benefits of all kinds for individuals who need to increase their monthly income.

NCMUK also undertakes the reviewing of benefits and the reconsideration of a previously determined award. We are also able to complete a Welfare Benefit Review online and on a virtual basis for clients who live around the UK. In order to keep costs as low as possible, the results of this review will identify any benefits they are eligible to claim.

All of the clients who need more support with their benefits are able to instruct NCMUK on an ongoing basis or a fixed fee.



## Community Care

All of NCMUK's practice is aligned with the Care Act 2014 which clearly states the official policy and procedures which need to be adhered to when implementing any aspects of the Care Act.

As part of ongoing training all staff employed by NCMUK are trained in accordance with National Minimum Standards.

In order to be employed by NCMUK all carers training will need to be certificated, which ensures all employees are fully insured by the company's public liability policy.

In accordance with the Carers Acts all training is kept up to date on a regular basis and reviewed.

All Staff are contracted either directly by NCMUK or on an Associate Basis and receive referrals for Clients within their geographical location.



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## Advocacy

As NCMUK specialises in working with clients who have experienced brain and spinal injuries, we have learned the importance of advocacy in order to champion the rights', beliefs, wishes and needs of all our clients.

Our staff work in a task centred approach which means that our clients' needs are put first and, who we at various different levels, will need to be their advocate's.

We have currently been instructed to advocate on behalf of vulnerable children and adults around England and Wales.

NCMUK may be instructed by any Third Party to work with their Client on an Advocacy basis.

## Partnerships

NCMUK has worked hard to develop partnerships on a multi-agency basis around the England and Wales and are pleased to confirm as below, an example of some of the partners that we work with:

- Social Services
- National Health Services
- Primary Care Trust
- Private Specialist of Rehabilitation
- Case Managers and Solicitors
- Court of Protection Teams
- Deputies

As most of our clients are multi-funded we have learned that working in partnership with other agencies is the best way to develop positive outcomes.

NCMUK is always looking for new opportunities to develop partnerships in the Medico Legal Sector.

## **Continuing Health Care (CHC)**

As some of our clients are multi-stream funded we are trained to deal with continuing healthcare funding jointly with Social Services/Health and as a result of this NCMUK can be instructed to joint work in order to complete a decision support tool and/or attend panel funding meetings to present the case in order to receive a successful outcome.

We are also able to undertake retrospective reviews as a direct result of the change in law in 2007.

We are aware that due to the complex nature of multi-stream funding courts are more likely to explore other funding opportunities before they make an award.



## Assistive Technology

NCMUK has developed a network of suppliers around the UK who will assess clients on an individual basis in order to determine the type of equipment that will meet their needs and match these with the appropriate assistive technology that support them to live more independently in the community.

Also, we are pleased to announce that assistive technology is changing our client's lives as they are now, for example, able to access social media by using adaptive technology.

NCMUK also work with Builders/Architects to implement Assistive Technology in-house adaptations.

## **Recruitment, DBS and Employment of Staff**

Over many years NCMUK has developed a payroll, recruitment and employment section to our business.

We now employ staff and train them to work with clients as and when we are instructed.

As we are registered agents with HMRC and DBS we are able to undertake all aspects of Recruitment, Payroll, and Autoenrollment on a weekly or monthly basis.

We complete all aspects of the recruitment process from advertising to interviewing to Employment Law Contracts.

Once a client has been referred to NCMUK there is nothing else to do as we complete all the stages in-house.



## Training

All the staff employed by NCMUK are trained to a Gold Standard which means that as our clients are assessed individually in order to determine their needs, the staff are trained to meet these needs.

All of our staff receive monthly supervision along with an up to date care plan and a copy of the rota if needed.

Staff are encouraged to identify any training requirements and present them at supervision in order for the clients support package to be both relevant and accurate.



## Home Adaptations

NCMUK currently work with clients who need home adaptations to include:

- treatment rooms
- carer's accommodation and
- sensory rooms

We work with builders, architects and Deputy's to create extensions to our clients properties in order to provide more space for them to live independently in their own homes along with their care staff.

Finally, we can manage any or all home adaptations in order for our clients to be able to access all areas of their own property safely this includes managing the rota for a Team of Carers who support our Clients.





## **Brain and Spinal Injury Case Management**

NCMUK has developed many different services and support mechanisms which we are pleased to be able to offer as part of our commitment to both brain and spinal injured clients.

We specialise in working with the Court of Protection for both pre and post settled cases which means that we have developed many different skills and experience working with the Courts throughout England and Wales.

All of our Clients have a completed Care Plan outlining all of their specific needs, medications and support requirements which are updated on an Annual basis.

Finally, we are able to offer ongoing services for clients in 24 hour rehab units or in their own home.

## Court of Protection Support

Around 10 years ago NCMUK was approached by a Court of Protection Team enquiring if we could provide on-going support and services for their Paralegal Team as we are fully insured and have a comprehensive network of people who can undertake home visits.

Our key unique qualities are that we can provide the following:

- Complete a welfare benefit review
- Complete a Care Plan
- Complete an Initial Needs Assessment
- Complete a Mental Capacity Act Assessment
- Provide on-going monthly support
- Facilitate and implement a Back to Work Policy

We now work with Solicitors Court of Protection Teams across the spectrum of Claims eg Clinical Negligence, Medical Negligence, Road Traffic Collisions and Personal Injury. As our rates are cost effective we are able to be sub contracted by the Court of Protection Team and work closely to achieve a level of excellence.