

## CPIMS.COM LTD Case Management

### Definition of terms

**CPI** – CPIMS.COM Ltd

**Service User** - refers to the client, patient or individual receiving care and or case management services.

**Case Management** - the process which facilitates the assessment, planning, implementation, coordination and evaluation of care services to the **service user** ensuring quality and cost effective solutions are achieved.

**CSCI** - Commission for Social Care Inspection.

### The Role of the CPI Case Manager

**CPI** aims to provide a professional service of the highest standard maintaining continuity, confidentiality and fulfilling the service user's needs promoting choice, empowerment and independence.

#### **1. Conduct an holistic assessment of the service user's current status.**

This will include a comprehensive assessment of resources, treatments, goals and options in relation to the service user's expectations and potential re-integration through rehabilitation. The CPI assessment model will be used to record a base line status of the service user. This base line data will be used to evaluate the effectiveness of future care and rehabilitation programmes where applicable.

#### **2. Identify a Case Management Action Plan.**

The action plan will identify goals and how and when these goals will be achieved. The goals may be defined by the service user or by the case manager as an action to be achieved within a given time. An action may be the recruitment of a care team or re establishing the service user in a new home. All action plans are discussed with the service user and other relevant persons involved maximising the service user's personal choice and independence.

#### **3. Implement the action plan.**

**CPI** will arrange and co-ordinate care support services, rehabilitation programmes, and equipment maintaining quality control, health and safety legislations, efficiency and cost effectiveness. CPI will ensure all care staff are vetted and trained in accordance with the relevant legislations. CPI will ensure that the service user and care team are supplied with a comprehensive portfolio of policies and procedures in accordance with promoting best practice within the guidelines of the CSCI and the Care Standards Act 2000 which became fully operational in April 2002.

#### **4. Monitoring and evaluation of outcomes.**

**CPI** will monitor the standards of care within the guidelines for minimum standards as laid down by the CSCI, Health & Safety Legislation and the Care Standards Act 2000. Service user rehabilitation programmes will be monitored and progress will be evaluated. If appropriate the CPI assessment model will be used to monitor and record the service user's progress. When necessary changes will be made to facilitate progress as appropriate.

## Terms of Business April 2008

### Case Management Fees

**£85.00 per hour. Travel Time- £50.00 per hour**

**Court Attendance/ Case Conference – £600 plus expenses and preparatory work at £85.00 per hour.**

**Cancellation fees-** If less than 5 working days than 20% of the fee per cancelled day will be discounted from the full reserved fee.

**Overnight accommodation and miscellaneous expenses** – where overnight accommodation is required every effort to find a reasonable hotel in the locality will be made. Other expenses incurred will be itemised on the fee note accordingly.

**Mileage** - £0.85 per mile or first class rail facilities in order to prepare work and due to the availability of seating.

**Telephone Calls, Faxes, letters and E-mails- £8.50 per unit– Individual activities are calculated in units of 6 minutes.**

### **Payroll services – to be calculated on request.**

Estimated cost of preparing a report £1,350 plus expenses. If requested we will be pleased to offer an estimate based on your particular case prior to the work being carried out. Fees shall not be subject to taxation or assessment of costs. Invoices shall be paid in full upon receipt. Please make cheques payable to CPIMS.COM LTD. To arrange payment by BACS please contact Denise Watling for further details. A monthly interest charge may be levied on overdue accounts. We do not accept debit accounts on behalf of clients. When purchasing equipment for clients when payment is requested before goods are dispatched the client or solicitor in charge of funds should discharge the account accordingly.

Office Hours are 09:30 – 16:30 Mon- Fri. We do not have an on-call facility; however for emergencies only please contact Denise Watling on 07968349956. We will endeavour to contact you within 24 hours. We are closed over the weekend except for emergency calls. Where a visit is required urgent calls will be made within 24 hours. All other visits will be arranged at a convenient time to suit the client and case manager.

You are not under any obligation to use our services and may request a final settlement of your account at any time. If you have a complaint please address your concerns to Denise Watling, 47 Windsor Road, Southport, PR9 9DB. We will respond to your complaint within 48 hours from receipt. The complaint will be investigated and you will be presented with a written report and given the opportunity to discuss the findings.

Your personal information is private and representatives of CPIMS.COM LTD will keep your information confidential. You have given us permission to discuss details of your case with persons involved such as your GP and other members of the multi-disciplinary team. If there are exceptions to this arrangement please let us know.

There are circumstances when it may be necessary to disclose information to other agencies. These circumstances may include situations involving the abuse of a child or adult, or circumstances that endanger the health and safety of the service user, care team or general public. We understand that it may be necessary for care teams to operate within a home environment. However, when necessary we may ask you to consider the health and safety of staff working in your home. It may be necessary to adopt safer working practices and safe systems of work to protect the health and safety of yourself and your carers and comply with Health and Safety Legislation. CPIMS.COM LTD reserve the right to withdraw

services if the Service User fails to observe a duty to care and subjects any individual to abuse or circumstances which fail to comply with Health and Safety Legislation and Employment Law.