

MCS CASE MANAGEMENT
Case Management | Expert Witness

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Siobhan Mc Sweeney CEO

CASE MANAGEMENT

Case Management is a collaborative process, that accesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet an individual's health and wellbeing, education, and/or occupational needs, using communication and available resources to promote quality, cost effective and safe outcomes.

A competent Case Manager will transform an award of damages into a meaningful and fulfilled future for their client.

WHO AM I?

Siobhan McSweeney – Assistant Director of Nursing & Site Manager at the Meath Hospital – Tallaght University Hospital (1998 -2015)

Nursing Consultant and Expert Witness (2015 – Current)

Registered Case Manager for clients with Cerebral Palsy, Spinal Injuries, Brain Injury and other complex needs.

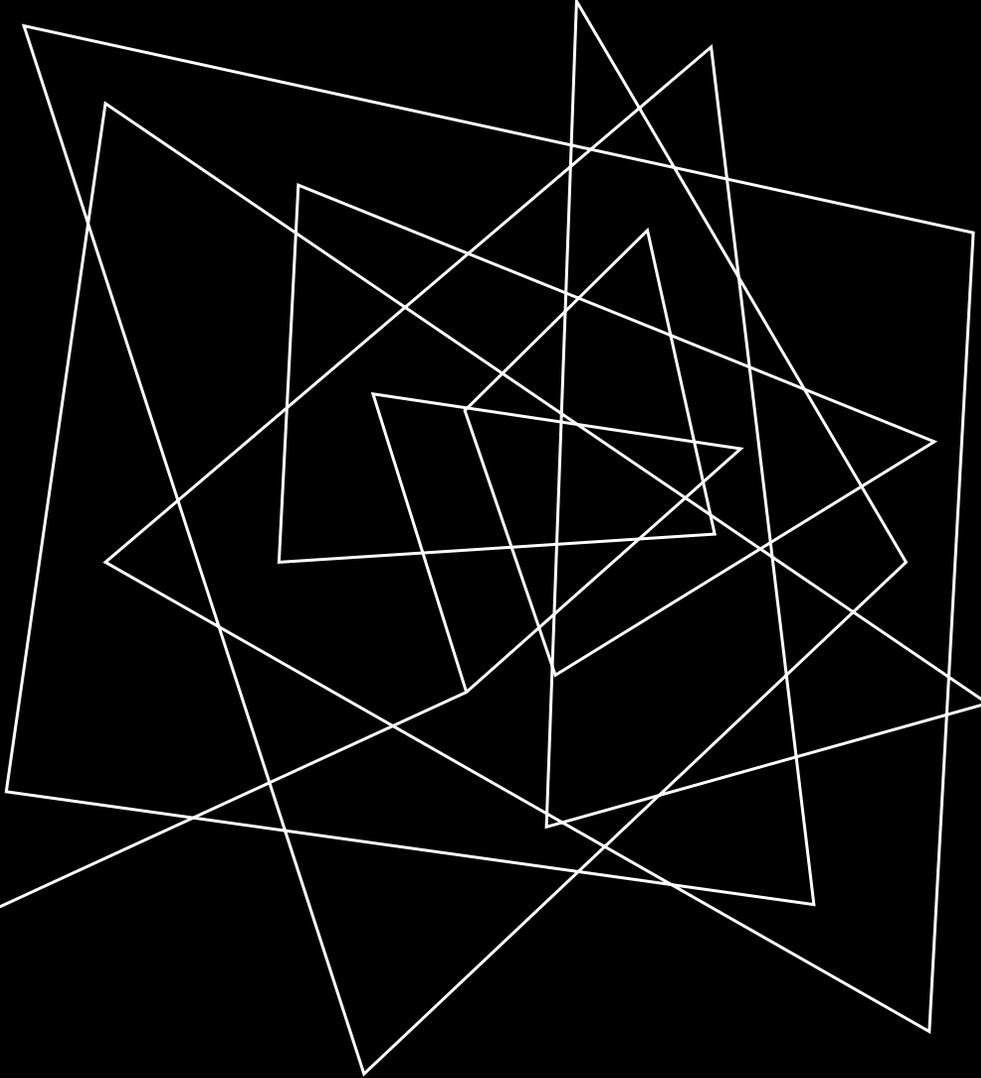


WHAT IS CASE MANAGEMENT?

Case management is the personal and bespoke management of our Client's specific needs.

Initially it involves

- assessing a Client's current situation,
- identifying any additional needs,
- initiating a therapeutic relationship with the Client and their family as well as establishing professional links with their Solicitor and the Office of the Wards of Court.



ONCE A CONTRACT HAS BEEN ESTABLISHED,

OUR SERVICES INCLUDE:

- THE PROVISION OF SUPPORT TO THE CLIENT AND THEIR FAMILY
- FINDING SUITABLE RESOURCES TO MEET EACH CLIENT'S PARTICULAR NEEDS, HOPES AND WISHES IN THE BEST INTEREST OF THE CLIENT
- EFFICIENTLY CO-COORDINATING ALL OF THE SERVICES
- COMMUNICATING EFFECTIVELY WITH ALL PARTIES INVOLVED INCL CASE REVIEW MEETINGS.

THIS IS AN ONGOING SERVICE WHICH IS CONSTANTLY MONITORED, ASSESSED, ADJUSTED AND REVIEWED WITH PROFESSIONAL REPORTS AND DOCUMENTATION.

Advantages of Case Management

AFTER A SETTLEMENT, THE FAMILY ARE IN STILL THE VERY SAME DIFFICULT SITUATION OF FINDING SUITABLE CARE SOLUTIONS THEY CAN TRUST FOR THEIR LOVED ONES
THEY REQUIRE EXPERT ASSISTANCE WITH CARE PLANNING FOR ALL OF THE NEEDS FOR THE LIFETIME OF THEIR LOVED ONE.

MCS HAVE EXPERT EXPERIENCE AT CAUSATION, LIABILITY & COST IF CARE REPORTS.

AN EXPERIENCED CASE MANGER ACTS AS AN ADVOCATE FOR THE CLIENT ENSURING QUALITY, COST EFFECTIVE AND SAFE OUTCOMES AS WELL AS PROVIDING SUPPORT AND CRISIS MANAGEMENT AT DIFFICULT TIMES
AN EXPERIENCED CASE MANAGER WILL BE ABLE TO ADVISE ON SERVICES THAT WILL ENHANCE THE QUALITY OF LIFE OF THE CLIENT AND THE FAMILY SUCH AS:

- RECOMMEND AND ORGANISE APPROPRIATE NURSING AND/OR PERSONAL ASSISTANTS SUPPORTS IN THE HOME OR INDEPENDENT LIVING SOLUTIONS AND MONITOR THE SERVICE AFTER IT IS ESTABLISHED TO SUIT ALL.
- MDT MEETINGS FOR AN INTEGRATED CARE SOLUTION AND TO MONITOR PROGRESS AND DEAL WITH ISSUES AS THEY ARISE.
- NEW ADAPTED AND ACCESSIBLE BUILD OR RENOVATIONS
- SUITABLE, LOCAL THERAPIST, PHYSIO, OT, SALT, AT, MUSIC, HIPPO THERAPY, HYDROTHERAPY, MASSAGE
- SOURCE SUITABLE ADAPTED VEHICLE
- SUITABLE AND NECESSARY AIDS AND APPLIANCES, HOISTS, HYDROTHERAPY POOLS, THERAPY ROOM, SENSORY ROOM...AND MUCH MORE
- ACCESSIBLE HOLIDAYS
- ASSISTING TEENAGE CLIENT TO BECOME AS INDEPENDENT AS POSSIBLE AND ALLOW FOR PARENTS TO BECOME LESS INVOLVED

FUNDS ARE USED EFFICIENTLY WHEN THE PPO IS REVIEWED AND ADDITIONAL FUNDING REQUIREMENTS ARE ESTABLISHED AND PRICED.

SHANE – WARD OF COURT – 2017 TO CURRENT

SHANE MOVES FROM THE COMMUNITY NURSING HOME TO HOME



At 17 years of age, Shane was involved in a road accident where he sustained a severe acquired brain injury. I first met Shane and his family in 2017. Shane was 27 years of age and 10 years in a Community Nursing Home where he received excellent 24-hour nursing care. His family's wish was for Shane to come home to a specially adapted apartment attached to the family farmhouse.

In my role as Case Manager, the families wish was achieved.

Shane is now 31 years of age and has been living at home in his own independent apartment with 24 nursing care for 5 years. I established a care team led by a nurse manager to care for Shane at home. Shane is content at home and is out and about in an adapted vehicle when weather permits. His family live next door and can visit him daily. Shane's complex medical needs are now being met at home with ongoing case management to review and deal with issues as they arise in conjunction with his family and care givers.

He went home initially on a phased basis, firstly on a day trips, then overnight and eventually for good.

Thank you to Shane and his parents for allowing me to share this.

MATTHEW – WARD OF COURT – 2015 TO 2022 (DISCHARGED) VENTILATED SINCE 18 MONTH, PPO



I started working as Case Manager for Matthew and his parents when he was 14 years of age. In the top photo, Matthew is 15 years of age and attending the CallanTansey "Pathways to Progress" Medico Legal Conference in Sligo with his parents.

He attended Gorey Community College for his secondary education supported by a staff nurse and graduated in Sept 2022

Matthew travelled to Barcelona on his transition year school trip in February 2020.

Matthew upgraded his power chair and is now an expert in its use.

In Sept 2022, Matthew started attending the National Learning Network in Wexford. He will also attend UCD a day per week.

Matthew won Young Achiever of the Year, Gorey Awards, 2022. He set up his own website <http://wheeleasybeaches.ie/> promoting access for wheelchair users and physically impaired to beaches in Wexford.

On the left is a photo of Matthew on his Debs evening.

Matthew's parents took their first two-week holiday this month while Matthew stayed at home and continued to engage with his college course and other social activities supported by his staff and overseen by myself as case manager.

Thank you to Matthew and his parents for their permission to publish this.



ADVANTAGES OF A CASE MANAGER

A Case Manager can:

Act as a third-party independent advocate for the client.

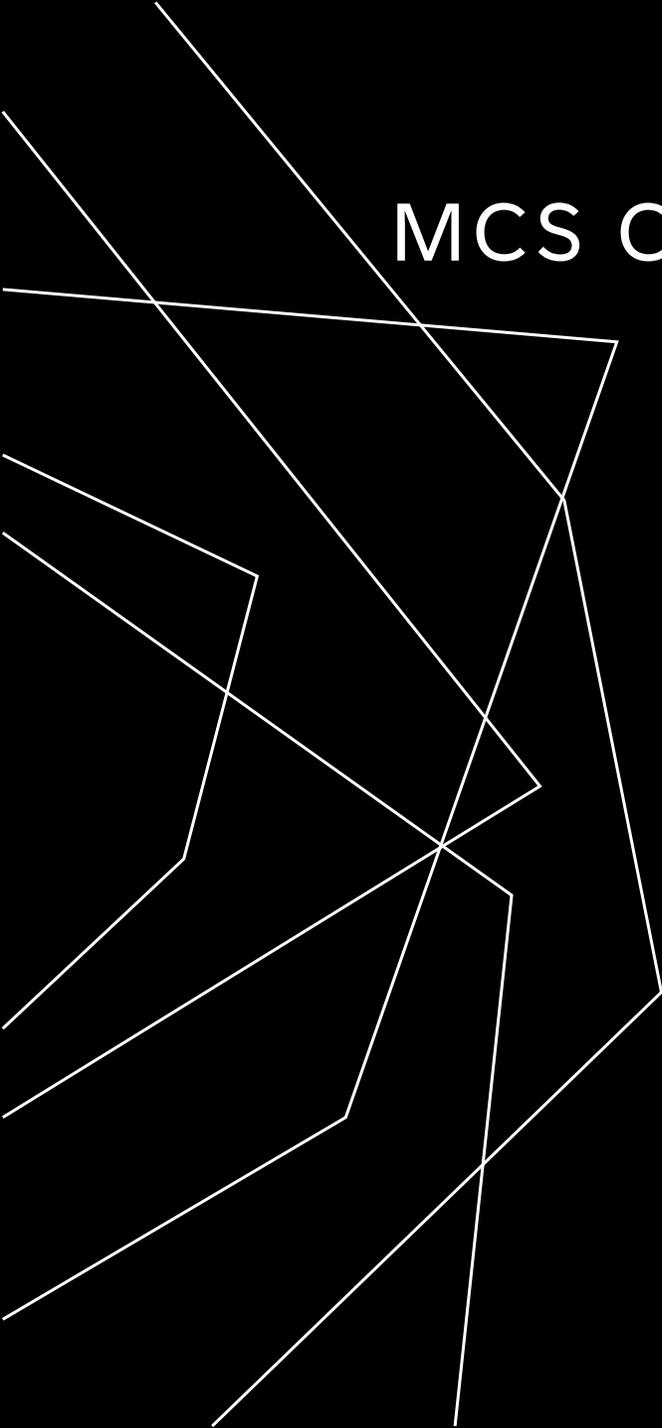
Co-ordinate all stakeholders to ensure collaborative workings and progress

Spend funds effectively and plan spending (PPO)

Recommend what will work from experience and can give good advice

Look ahead to the future needs of the client and carers, family.

Be a huge support for the family on their difficult journey in person and on the phone.



MCS CASE MANAGEMENT LIMITED

Currently managing clients with Cerebral Palsy, Brain Injuries & Spinal Injuries.

Most Cases are Ward of Court cases transitioning into Decision Support Service (going live 21st November 2022!).

Working with many of the Assistant Registrars in the Wards of Court.

2 colleagues, accredited, trained and ready to work on new cases.

See client case studies on website and testimonials for more information.



MCS CASE MANAGEMENT OFFERING A WEALTH OF SKILLS

Nursing and Midwifery

ICU Care

Hospital Management,

Counseling

Early Childhood Education

Reflexology

Applied Behavioral Analysis

Aromatherapy

Managing Intellectual Disability

Private Tutor Services

Special Education

Palliative Care & Life Support Training

Occupational Health & Safety

Medico-Legal Training



MCS CASE MANAGEMENT

RUN AN EFFECTIVE PRACTICE IN THE AREAS OF:

Communication

Strategy

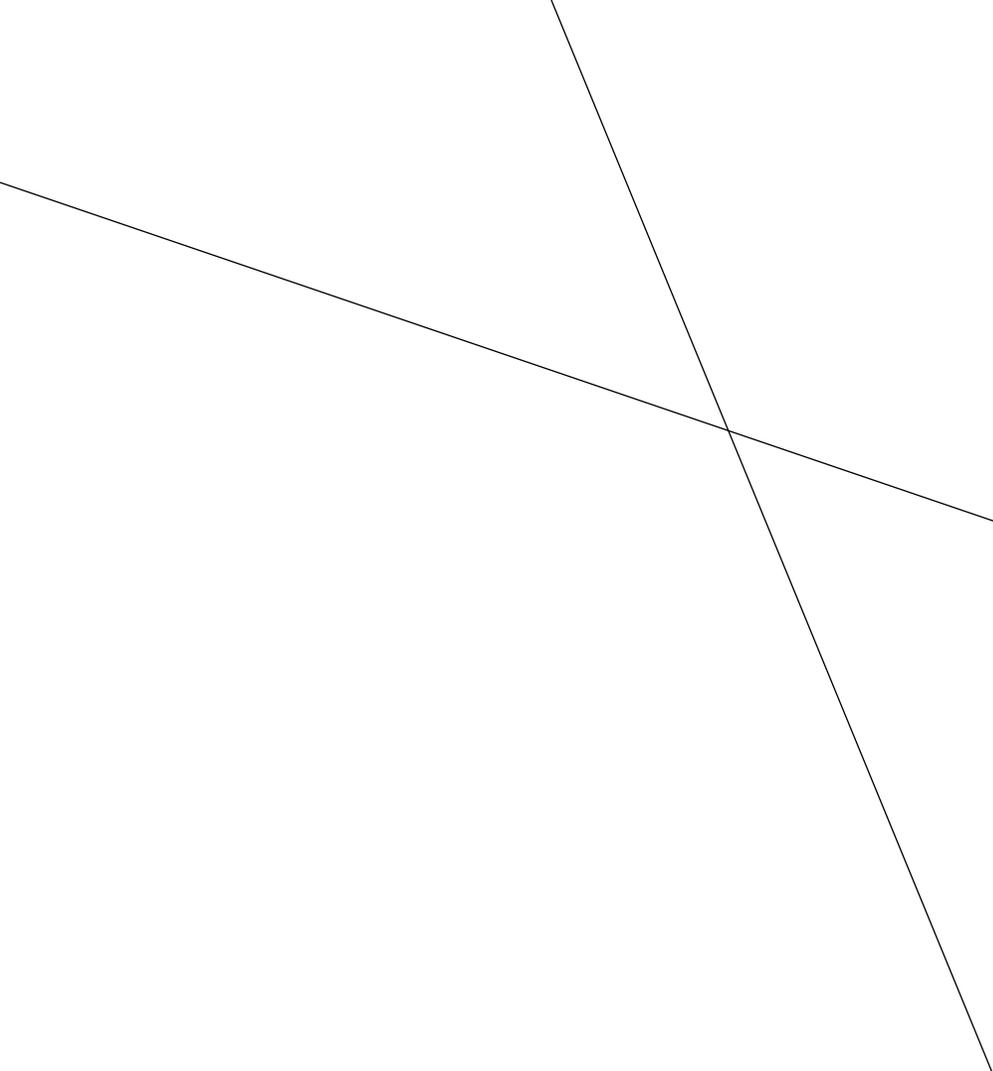
Coordination and Management

Monitoring

Duty of Care

Professionalism

Personal Attributes



GDPR RELATED PROCEDURES

Code of Ethics

Staff Code of Conduct

Business Practice

Operational Policies & Procedures

Health & Safety

Clinical Governance

Record Keeping

Secure Storage of Document Protocols

Complaints Procedure

Incident Reporting Procedures

Internal Audits & Review Procedures

External Audits & Clinical Governance Reviews

MCS PROCESS RELATED PROCEDURES

Case Management Policy and Procedures

Case Management Clinical Governance Procedure

Referral Policy & Procedures

Commissioning Procedure

Handover / Discharge procedure

Use of Standardised Assessments/ Relevant Assessment Procedures

Goal Setting and Review

Interventions

Evaluation & Outcome Measures

Discharge, Closure or Transfer of Case Procedures

Support Workers Guide & Notes

MCS INTERNAL POLICIES

Case Management Policy

Complaints Policy Re procedure

Confidentiality Policy

Consent policy

Record Keeping and Storage
Policy

Referrals Policy (prioritizing)

WARDS OF COURT (TO 18 YEARS OF AGE)

All Registrars work differently.

A Case Manager is an independent person who has experience in working with people with catastrophic injuries and complex needs.

A Case Manager is a coordinator and a single point of contact for all therapists, associations and people involved with each particular case and so have an overview of the case and monies.

A Case Manager monitors services provided, invoices submitted and that services work well for the Ward and their family. (Third Party)

STARTING OFF WITH A CASE MANAGER

Avoid pitfalls

Avoid family members, particularly parents becoming fulltime carers, avoidable health issues, jeopardising their role as parents and other family members needs.

Plan for the future from the very start!

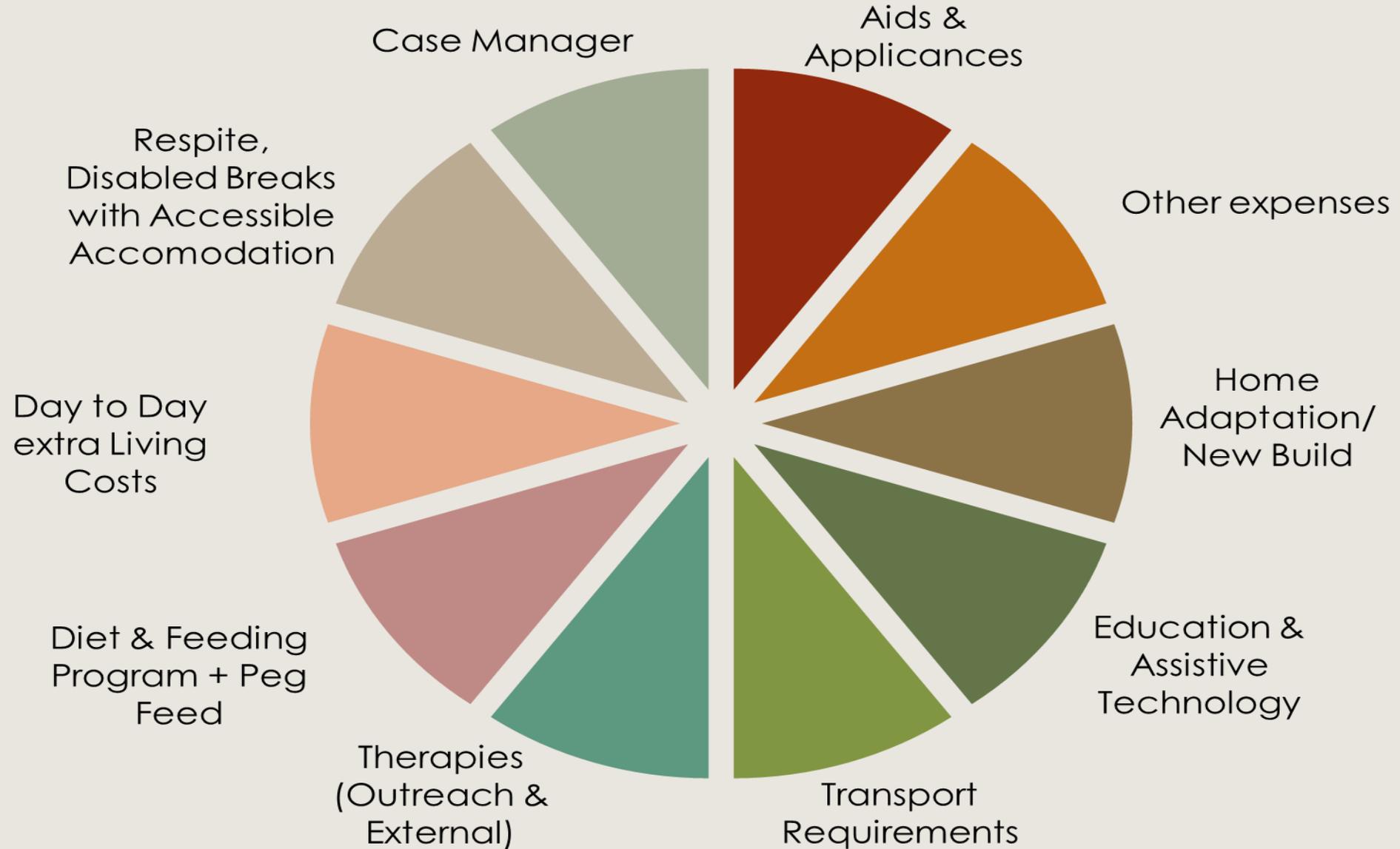
Make improvements in the Client's life

Ensure the funds are spent cleverly and as planned (parents in particular are afraid to spend or overspend)

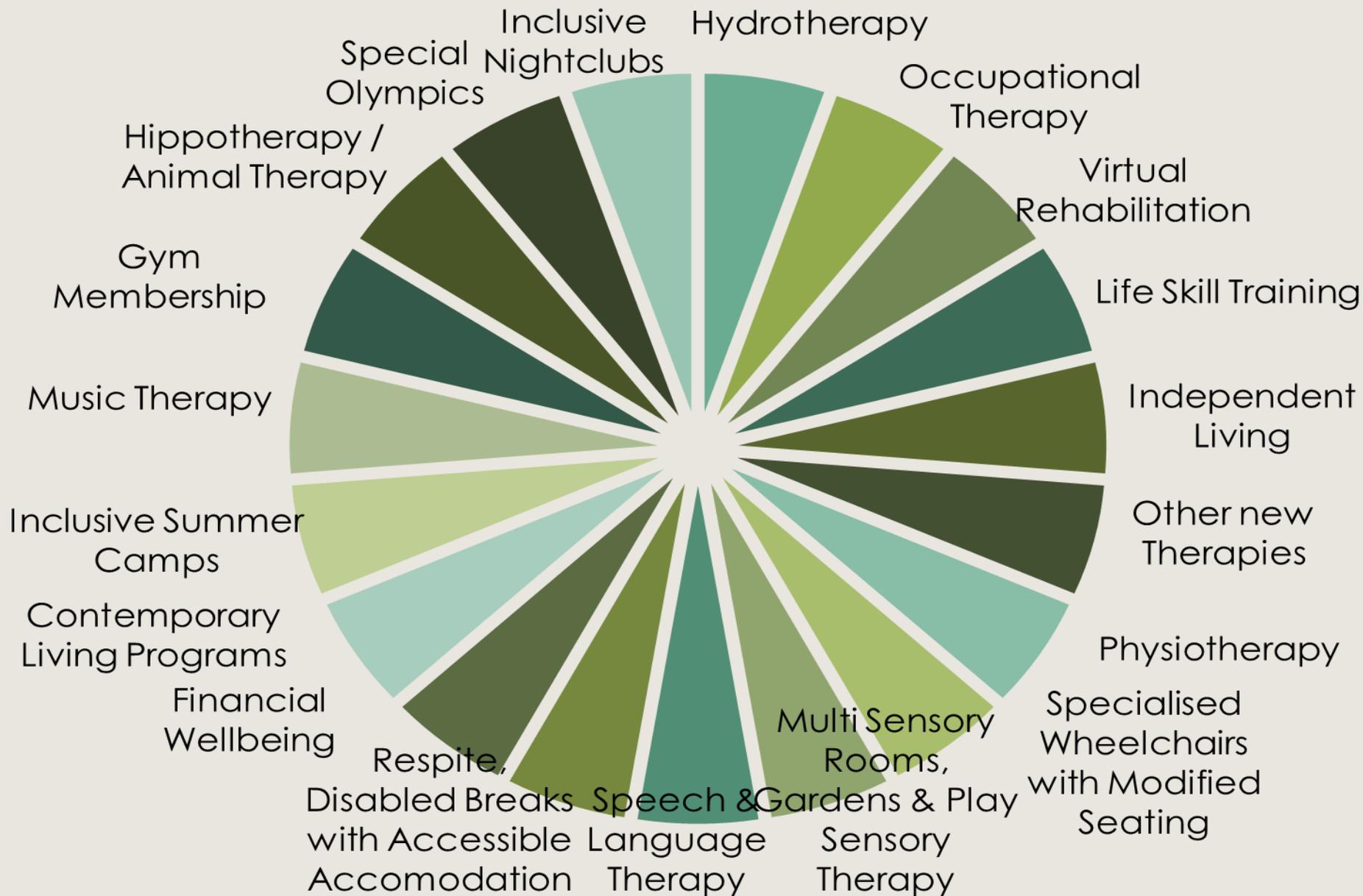
Get a good system up and running, always planning ahead and a smooth transition.

Easier to manage into the future with good planning

CASE MANAGEMENT COSTS



THERAPY AND SUPPORTS



ADVANTAGES OF HAVING A CASE MANAGER IN PLACE FROM THE START

Get a good standard of professional care in place from the start and costings for the same and all other care requirements and supports possible with pricing.

Ongoing Case Assessments in relation to all aspects of the case, a complete overview of the case

Case Management Reports which document goals, plans and progress.

Consistent spending in accordance with expert reports.

Crisis Management and costings for same

Preparation of documentation, spending plans and budget details for PPO's.

TRANSPARENCY AND CO-ORDINATED PACKAGE

Co-ordination of Nursing Care, Personal Assistants, Care workers, therapists with a medical background.

New house builds or adjustments as required.

Monitoring of services provided, cost effectiveness, service effectiveness and delivery, monitoring charging via the Case Manager to the Registrar.

Transport needs as necessary.

Holiday requirements – fit for purpose.

Case Transparency for all stakeholders (i.e.) the family, the carers, therapists, other suppliers of aids and services, the solicitor and the registrar of the ward of court
– a collaborative approach.

TRANSPARENCY OF CASE MANAGEMENT SERVICES IN IRELAND

Not much information about case management services in Ireland.

MCS are part of a new Irish Case Management Network.

Services provided by UK companies are now available from an Irish company. MCS Case Management Ltd.

We provide Case Management Reports and Planning for UK Solicitors where Case Management is well established as a necessary part of the process.

EARLY INTERVENTION PRE-SETTLEMENT BENEFITS FOR THE CLIENT AND THE SOLICITOR



Many thanks to Amira's family for allowing us to share these wonderful photographs

WE ARE HERE FOR THE LONG JOURNEY!





THANK YOU

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