

BASW Social Work in Health (SWiH) Thematic Group



ROLE OUTLINE FOR A CASE MANAGER IN A SPECIALIST SPINAL REHAB SERVICE

Who we are:

The Community Liaison Team of a Spinal Cord Injury Centre, the Centre provides inpatient rehabilitation and outpatient care funded by NHS England Specialist Commissioning, social workers are directly employed by the NHS for this role. The multi-disciplinary team of case managers includes social workers, nurses and occupational therapists.

What we do:

There are two main parts to our role:

- To keywork newly injured service users, so that they have a main link person and to coordinate all multi-disciplinary meetings including goal planning and case conferences. This also includes support for the first 6 weeks post discharge including home visits if required.
- Community liaison and discharge planning, which involves preparing service users for discharge ensuring that their income is maximised and assessing their accommodation and care needs. We are the main liaison between the Centre and ICBs (Integrated Care Boards) & local authorities for all discharge needs and progressing funding requests for their individualised support e.g. undertaking Continuing Health Care checklists. We support with issues relating to accommodation, care packages, provision of equipment and liaise with community colleagues such as district nursing.

How we work:

We work with service users, their families, other members of the MDT and community professionals. I generally use task centred practice as the role is very practical requiring problem solving. However, as a rehabilitation centre our main role is to empower service users for independence, so a strength-based approach is also vital.

What we know:

Section 82 of the National Health Service Act 2006 & Section 74(2) of the Care Act 2014 and their amendments in the Health and Care Act 2022 are the main legislation which guides our practice for discharge planning. The Chronically Sick and Disabled Persons Act 1970 is still vital with regard to the provision of support for our service users. We often have to fight for the rights of our service users and knowledge of The Equality Act 2010 is very helpful for this.