



Athena  
Case Management



Support & Development

# Guide





*Thank you for choosing Athena Case Management & Support Services. We hope that you will have a positive relationship with us; our aim is to develop a partnership based upon competency, trust and transparency. Please do not hesitate to ask if there is any further information you require.*

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## Contact Us / Map

7 Braunstone Avenue, Leicester LE3 0JF  
0116 233 9356 / 07802 262 828

I need Case Management  
& support that works with  
**my lifestyle**



## PART 1

# Case Management Explained

### **ATHENA CASE MANAGEMENT?**

We are an established Case Management company providing Case Management services to both adults & children since 2001.

We have a team of skilled and experienced Case Managers from a variety of health care and social work backgrounds who can provide services throughout the whole of the UK.

### **INITIAL NEEDS ASSESSMENT (INA)**

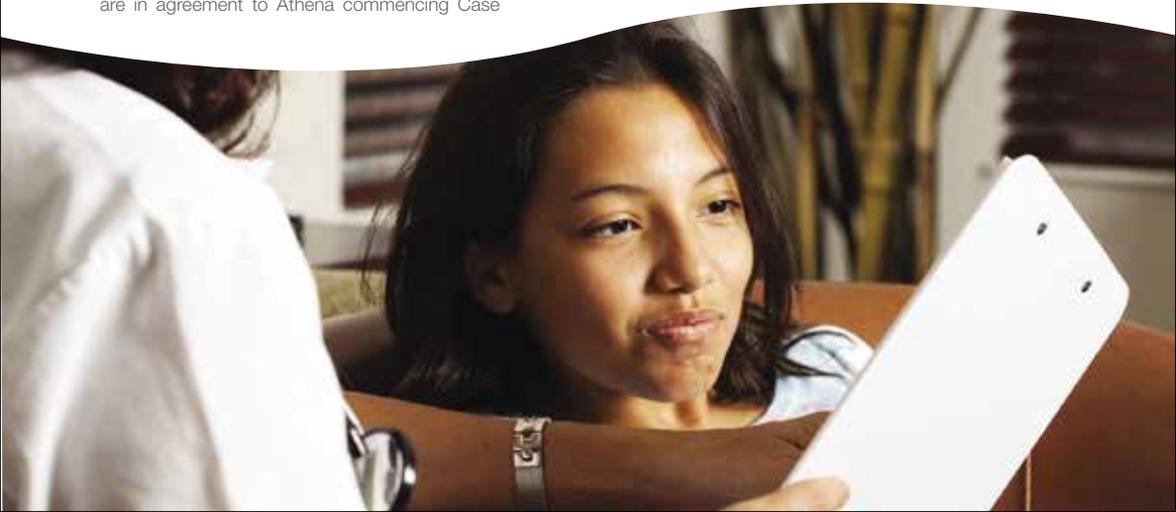
When we receive new instructions from the deputy, solicitor, family or fund holder, our nominated Case Manager will make contact with the client and family to arrange an initial assessment meeting. This is normally held in the client's own home, and will include a detailed discussion on all the key issues and requirements that may need to be addressed by a Case Manager. Initial needs assessments normally incur a travel & mileage cost only unless agreed otherwise.

Following the initial assessment we will normally complete a detailed report with a summary of our recommendations and associated costs. This will be sent to the Deputy, solicitor, client and, where agreed, their family member.

Once we have written confirmation that all parties are in agreement to Athena commencing Case

Management services, the nominated Case Manager to start work on the recommendations which may include:

- Pre and post settlement Case Management.
- Developing a bespoke care and support package.
- Recruiting, training and supervising a team of Support Workers.
- Commissioning and managing agreed rehabilitation programmes.
- Resourcing a range of therapies from our in house therapy experts.
- Assisting with placements and transitional living.
- Enabling a return to work.
- Managing a single aspect of service such as payroll to providing full case management.
- Finding and organising holidays and leisure activities.
- Advising on housing and home adaptations.
- Sourcing specialist equipment.
- Advising on vehicles.
- Advocating on behalf of the client when required.



## WHAT DOES AN ATHENA CASE MANAGER DO?

An Athena Case Manager co-ordinates all of the above services from developing a re-ablement programme to supporting a client to manage their own staff we are there to support the client with all aspects of employment law.

As an example our Case Manager in a pre settlement role may be involved in writing reports for the courts, and liaising with physiotherapists and other health care professionals providing a tailor made service that is continually reviewed to enable the client to live independently.

A post settlement role may include the setting up a support package and monitoring & supervising of staff, Athena can also provide various on site specialist training for delegated health task via our resident RGN trainer.

## What Makes Athena Case Management Different?

We provide our services tailored to the individual's needs & wishes, the client or POA can select which aspects of Case Management is required.

## BRAIN INJURY / SPINAL INJURY SUPPORT

Brain injury & spinal cord injury are devastating events that have lifelong implications for the injured individual and their family. Our Case Managers appointed to work with newly injured people are aware not only of their complex health needs, but also their social and physical requirements in order to ensure that their client can return to a fulfilling life following injury.

Athena Case Management specialises in supporting people with complex injuries at home, throughout the United Kingdom. Our aim is simple to enable people to regain control of their lives following a major healthcare event. This is achieved by focusing on the specific complex conditions we support and through providing professional, knowledgeable and responsive support.

***We support national charities such as the Spinal Injuries Association, Child Brain Injury Trust & Headway.***



**1 IN 10 PEOPLE**  
WILL KNOW SOMEONE  
WHO WILL SUFFER  
**A BRAIN INJURY**  
**THIS YEAR.**

It **can** happen to **anyone.**

## PART 2

# Our Philosophy, Aims & Objectives

Our Philosophy is to work in partnership with commissioners and clients to ensure the highest standards of Case Management; we strive to secure the best outcomes at all times.

## Our Aims and Objectives

### QUALITY SERVICES

Quality is the first aim of the organisation to achieve client satisfaction. The quality of our services and training programmes remains our highest priority.

### CLIENTS

Service users are the central focus of everything we do. Our work with our service users is to support and promote independence safely in their chosen activities, ensuring the very best outcomes at all times.

### CONTINUOUS IMPROVEMENT & SECURING THE BEST OUTCOMES

Continuous improvement is essential to our success. We strive for excellence in everything we do. We constantly look forward to what we will do, as well as building on the successful base we already have to promote and secure the very best outcomes.

### INTEGRITY

Integrity is never compromised. The conduct of the management team and employees are pursued in a manner that is socially responsible and commands respect for its integrity.

## Our Range of Case Management & Support Services

Case Management services can be provided alongside our CQC rated 'excellent' social care; we provide support with health care tasks such as PEG feeding & bowel care to our clients who experience complex conditions such as:

- Brain injury
- Spinal injury (that also includes Autonomic Dysreflexia)

Also complex neurological conditions such as:

- Progressive Supranuclear Palsy
- Multiple System Atrophy
- Fredericks Ataxia
- Guillain Barre



## Rehabilitation / Re-ablement Services

We have an extensive list of associates from whom the following services can be commissioned:

- Physiotherapy
- Occupational Therapy
- Clinical Psychology
- Speech & Language Therapy

Re-ablement Services have been developed for individuals with poor physical or mental health to help them accommodate their illness by learning or re-learning the skills necessary for daily living.

## Maintaining the Standards

### QUALITY MANAGEMENT SYSTEM

Athena Case Management services are delivered on the foundations of our Quality Management System which places the client at the very centre of all we do. We define 'quality' as meeting the needs and wishes of our clients. We regularly monitor the quality of work we provide through face to face review visits and spot checks to obtain feedback.

Our clients also provide feedback through an annual Client Satisfaction Survey. Feedback is discussed at Athena management meetings where outcomes are agreed and improvements are made to the Quality Management System. The Registered Manager conducts internal audits every six months to check the Quality Management System is operating in line with the organisation objectives.



## PART 3

# Our Team

## Stella Baxter

### **UK WIDE C.S.S /BA HONS /RMA AWARD MCFI**

Stella has case managed several thousand hours of complex Case Management services spanning over 26yrs. Stella previously held the Operations Manager post for BUPA Care Services Leeds Primrose Care and Goldsborough Homecare with operational responsibility for several hundred staff based throughout the Midlands.

Stella also provides consultancy services for number of social care providers

## Sam Jones

### **CASE MANAGER MIDLANDS REGION**

Sam holds a Dip Welfare and has extensive case management experience built over 12 years. Fully conversant with the legislative framework for health and social care provision. Senior Management posts for Housing 21, Solihull Metropolitan Borough Council, Newham General Hospital, Thames & Chiltern Trust. Sam manages complex caseloads for number of clients in the East of England.

## Rebecca Cash - Case Manager UK Wide

### **UK WIDE**

A focused Case Manager with of 13 years experience of Health & Social Care and Case Management. A proven track record of Case Managing complex client's conditions & supporting staff. Adaptable and self-motivated Rebecca enjoys developing and implementing opportunities and change that change people's lives.

## Deb Rogers

### **UK WIDE**

Deb offers a wide range of skills and experience supporting clients with a visual impairment and mental health needs. Deb is a focused Case Manager with 23 years experience working in partnership with various health care professionals.

Case Managers full CV's are available on application



## PART 4:

# Terms Of Business

Upon instruction we will complete an accurate INA proposal and or report outlining the areas we are likely to cover and tasks we would be involved in, if required this proposal can include an indicative cost, this proposal is forwarded to the parties involved and then if there are to be any changes or questions, these can be discussed.

We currently invoice on the 1st of each month for the previous, month, each invoice is supplied with a log of the Case Management duties and time provided, which includes the Case Managers name, any disbursements, such as where we have paid for advertising, or hired venues for interviewing, we also include receipts. The aim is to make our Case Management services as transparent as possible.

Our organisation has in place Public Liability insurance to the value of £5,000,000 and professional indemnity to the value of £5,000,000.

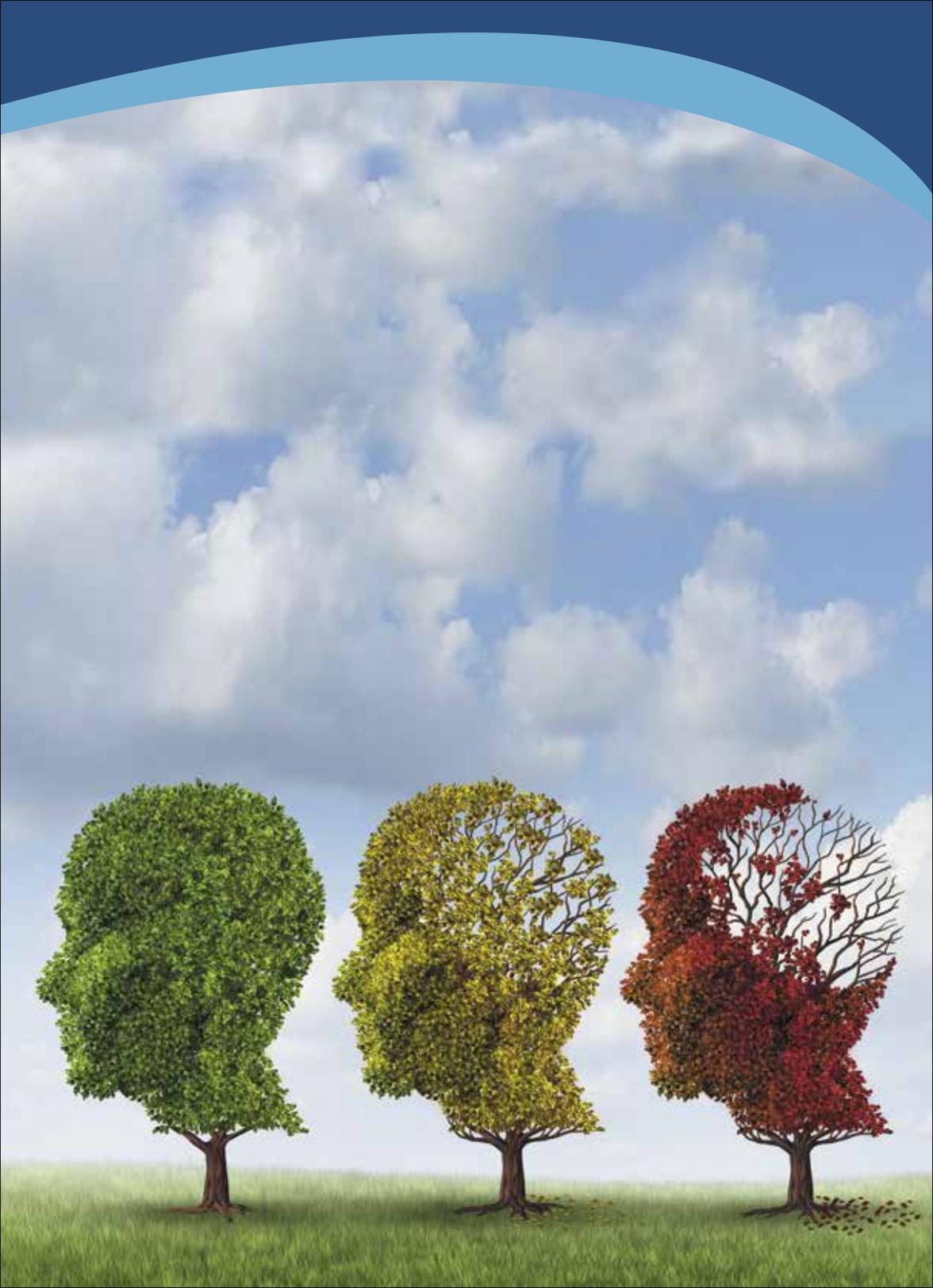
All agreements and charges are confirmed through individual contract.

## Methods of payment

- BACS
- Cheque
- Standing Order

Bank details are:  
Athena Case Management Limited  
Lloyds Bank  
Sort Code: 30-34-97  
Account: 64272960





## PART 5:

# What Our Service Users Say About Us / Case Studies

## What Our Service Users Say About Us

### **F H - LEICESTER**

I was highly impressed by the overall support services received from Athena Case Management. As a disabled user I would have no hesitation using them again.

### **P M – CAMBRIDGE**

Thank you to the Athena Case Management team. The live in service provided by my support team over the last four years has been very supportive of my goals and wishes.

### **C STANYARD, ON BEHALF OF THE PCTS**

Thank you for the high standard of case management services during the first two years of service, we look forward to continuing to work with you over the coming year.

### **TM ROSS ON WYE**

The family are so grateful for the support from Athena Case Management whose Case Manager arranged everything for a smooth discharge from hospital to home after 10 months. We now have four wonderful regular Live In Carer's who have supported my son through various difficulties managing a spinal injury & adjusting to life at home. I would definitely recommend your services.

### **JH PETERBOROUGH**

Thank you for arranging Case Management at such short notice; we were at our wits end. Our Case Manager is very supportive and made a difficult journey much easier.

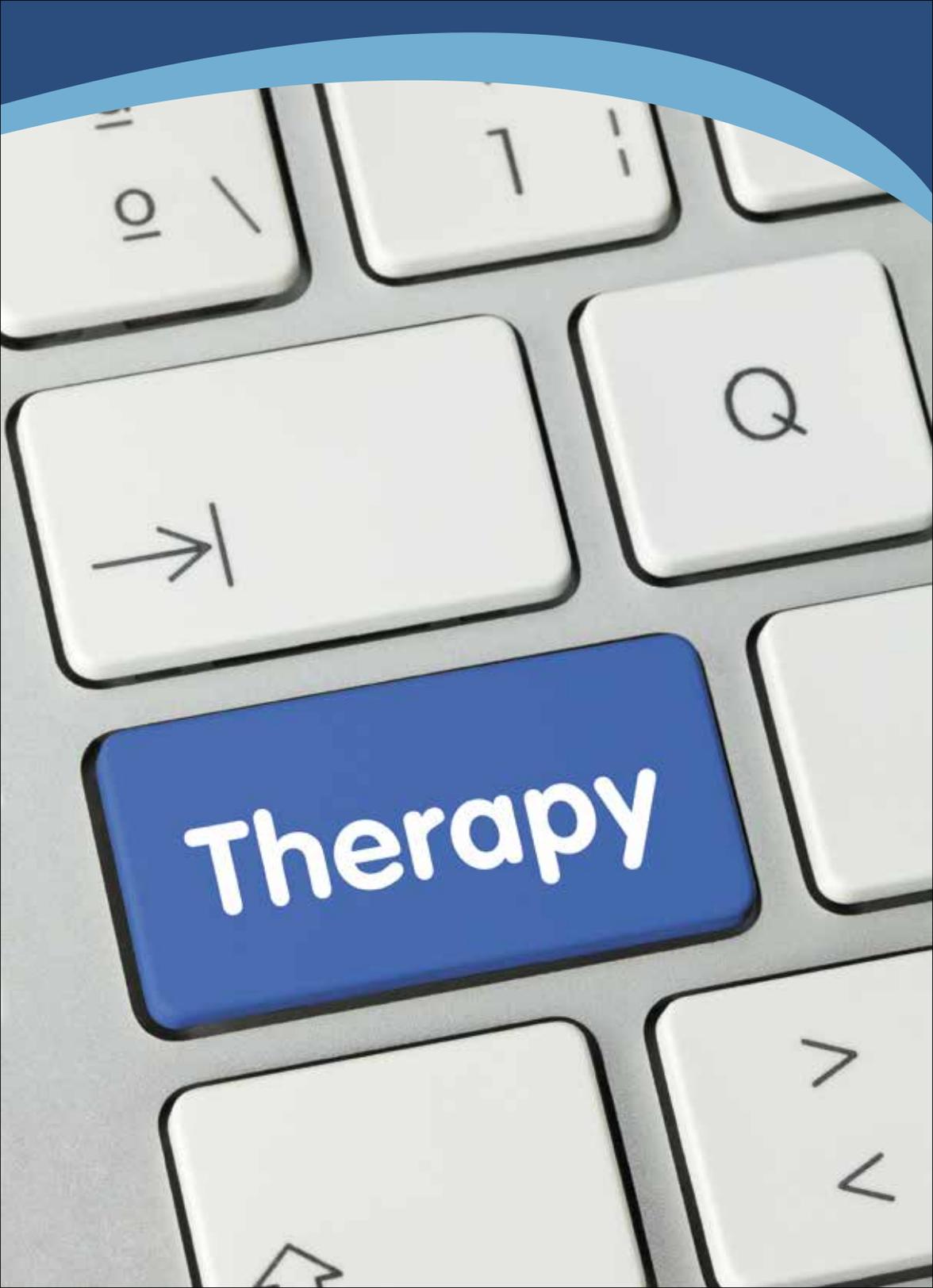
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## We've made the Social Care Commitment

Working together to provide quality care and support

[www.thesocialcarecommitment.org.uk](http://www.thesocialcarecommitment.org.uk) @carecommitment



A close-up photograph of a computer keyboard. The central focus is a blue key with the word "Therapy" written in white, bold, sans-serif font. Surrounding this key are several white keys with black markings: a key with a right-pointing arrow, a key with the letter "Q", a key with the number "1" and a colon/semicolon, and a key with a left-pointing arrow. The keyboard is set against a dark blue background with a light blue curved border at the top.

**Therapy**

## PART 5:

# What Our Service Users Say About Us / Case Studies

## Case Studies

### CW CAMBRIDGE

We were asked to provide Case Management Services for a young lady recovering from a traumatic brain injury, resulting from medical negligence and requiring the implementation of a 24 hour package of care provided by independently employed social care staff.

After listening to the service user other members of the family a comprehensive support plan was developed and it was agreed Athena Case Management would arrange and liaised with suitable health professional input from physiotherapy, speech and language therapy and a neuropsychologist. We had continuing liaison with our social care department and following suitable introductions were able to secure and effectively manage the 24 hr package of care.

To date our client has remained living in their own home and has not been readmitted into residential accommodation for over 18 months.

### PB LINCOLNSHIRE

Athena Care Management has significant experience of working with adults with Traumatic Brain Injury. We were asked to provide case management services for a 55 year old man who presented with a severe head injury and displayed mental health issues and consequent challenging behaviour.

This gentleman had a history of aggressive behaviour and alcohol and displayed inappropriate sexual behaviour. He had been placed under Section 3 of the Mental Health

Act in the past. Our experienced management team spent several weeks developing a trusting open relationship and began discussing positive opportunities that would secure the outcomes discussed and agreed.

### CK LEICESTER

Upon meeting CK we had an initial discussion around a transfer from his present Case Management company. He felt less support was required and we discussed the various options available. We agreed a plan that allowed for flexibility in support from a Case Manager, where we would be involved in payroll service and other aspects of recruitment and training, supervisions, as and when these were required.

In this case the client wanted to achieve maximum flexibility with the minimum outlay, he required the support of a Case Manager in those areas where he may not be as confident, but is also able to manage his own support to an extent as well.





*Thank you for providing an excellent physiotherapy report.*

Irwin Mitchell Solicitors, Sheffield

# Athena

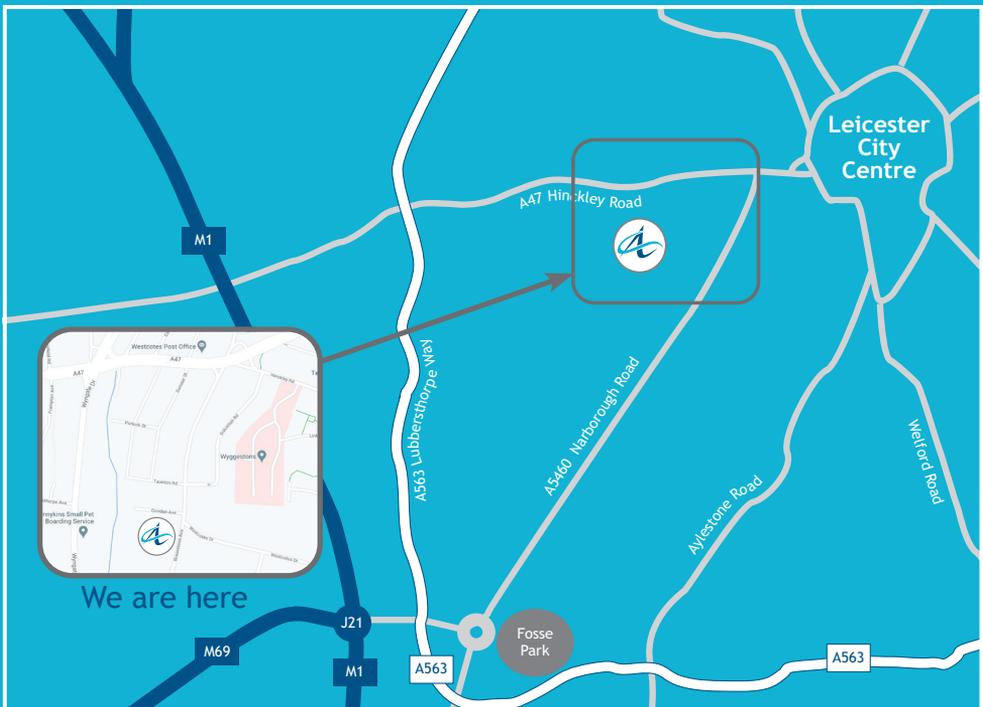
## Case Management

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Email: [cm@athenacasemanagement.com](mailto:cm@athenacasemanagement.com)

Web: [www.athenacasemanagement.com](http://www.athenacasemanagement.com)



### Managing Director

Stella Baxter - CSS, BA Hons, NVQ Level 4 Registered Manager,  
Level 5 Diploma in Leadership for Health and Social Care and  
Children and Young People

Home Visits in line with COVID 19 Restrictions

[www.athenacasemanagement.com](http://www.athenacasemanagement.com)

