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TRAINING WORKSHOP FOR NEW & WOULD BE BRAIN INJURY CASE MANAGERS

On: 7 June 2017 – 10am to 4pm

Venue: Mercure London Hyde Park Hotel, 8-14 Talbot Square, London W2 1TS

This 'New & Would Be' Case Managers Workshop is aimed at new case management practitioners and those thinking about making the leap. This workshop has proved popular and successful to date and it is hoped that this will provide a welcome opportunity for aspiring case managers.

Please visit the [BABICM Training Page](#) for rates, special offers and the Booking Form for this Workshop (Part One) and 'Beyond Beginnings' (Part Two).

Course led by: Alison Wright, Central Case Management Ltd
Sally Wilkinson, JS Parker Ltd

Alison and Sally have extensive experience working with people with traumatic brain injury. They have a background in Mental Health and Neuro Rehabilitation Nursing and are Directors of Case Management companies, having had many years experience as Case Managers.

Numbers are limited to 25. This workshop will broadly follow the same format as the ones previously run in Manchester, Milton Keynes, London, Oxford, East Anglia, Northumberland, Kent, Bristol, Scotland and Sheffield. Active and lively participation from all attendees will be encouraged. Early applications are strongly advised.

Topics to be included will be:

- A look at the scope for brain injury case management.
- Identifying the short and long term goals for our clients.
- Small group work using "real life" case material.
- Coping with the unknown.

Applications are invited from:

- Relevant health and social work professionals who are working in the field of brain injury rehabilitation and whose current practice includes aspects of case management;
- Those who have been working as brain injury case managers for up to 2 years.



This workshop will aim to be able to use and reflect upon the following competencies:

1b – Listening

Descriptor: Listening with understanding without overlaying opinion/judgement on what is being heard

Level 1	Level 2	Level 3
Able to listen to the client and family, understands within own frame of reference	Demonstrate the ability to listen objectively to client and family with understanding, requires support to place in clients' and families' frame of reference	Evidence the ability to listen reflectively, objectively and with understanding, uses knowledge and experience without overlaying opinion or judgement.

1c – Skills of Communication

Descriptor: Developing the skills to facilitate the exchange of information

Level 1	Level 2	Level 3
Have the skills required to read individuals and deliver information within own frame of reference.	Demonstrate the skills to read individuals and deliver information, requires supervision to fully understand the implications on those involved.	Evidence the skills to read the subtle signs of when to probe, question and challenge, delivers information in individual's frame of reference, with an understanding of how they are likely to interpret information.

1e – Lines of Communication

Descriptor: Establishing clear communication systems for the effective sharing of information.

Level 1	Level 2	Level 3
Have the particular communication systems for use in case management	Demonstrate use of clear system of communication for the effective sharing of information.	Evidence use of clearly defined communication system for the timely and effective mutual sharing of information.



2a – Assessment and Goal Setting

Descriptor: Establishing agreed objectives to work towards a desired outcome

Level 1	Level 2	Level 3
Have an understanding of the process of assessment and goal setting.	Demonstrate the knowledge to assess and set general goals and the means to achieve them, requires supervision to formulate and interrelate goals specific to the client.	Evidence the specialist knowledge to do a detailed assessment, set relevant measureable goals, specific to the client, and the means to achieve them.

3a – Brain Injury Management

Descriptor: Helping people understand the underlying issues associated with brain injury, and the strategies or management to meet those needs with timely intervention.

Level 1	Level 2	Level 3
Have awareness of the underlying issues associated with brain injury.	Demonstrate the understanding of issues associated with brain injury and reactive use of strategies or management to meet those needs.	Evidence the understanding of underlying issues associated with brain injury, and the proactive use of strategies or management to meet those needs with timely interventions.

5a – Client Focussed

Descriptor: Prioritising the client's needs in the case management process

Level 1	Level 2	Level 3
Have an awareness that one's duty of care is to the client with brain injury and of the needs to work with all interested parties.	Demonstrate an understanding one's duty of care to the client. Have the ability to evaluate other parties' views, requires supervision to integrate knowledge, prioritise clients' needs and develop ways of working with others.	Evidence understanding one's duty of care to the client, have the skills and experience to assimilate information and steer all interested parties towards meeting the clients' needs.