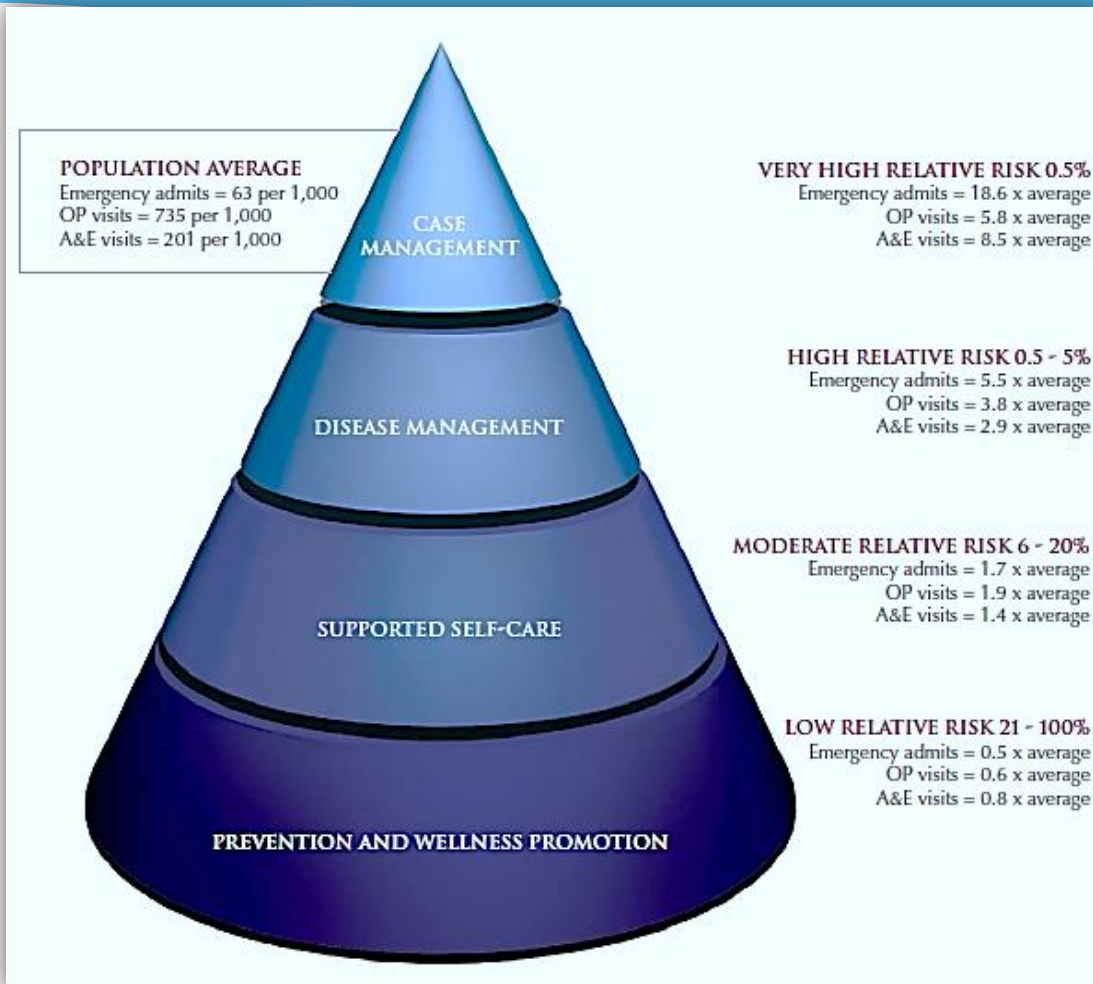


What is Case Management?



Case Management enables us to use information derived from hospitals, GPs and the Local Authority to identify people who may be in need.



Case Management helps us to find people in need and offer them support...



...before they find us



Case Management is not a new concept, here is a short film outlining how it can work...



Ready



The information we will gather through Case Management will also enable us to understand the need that must be met by Phase 3 of the programme...

More crucially though...



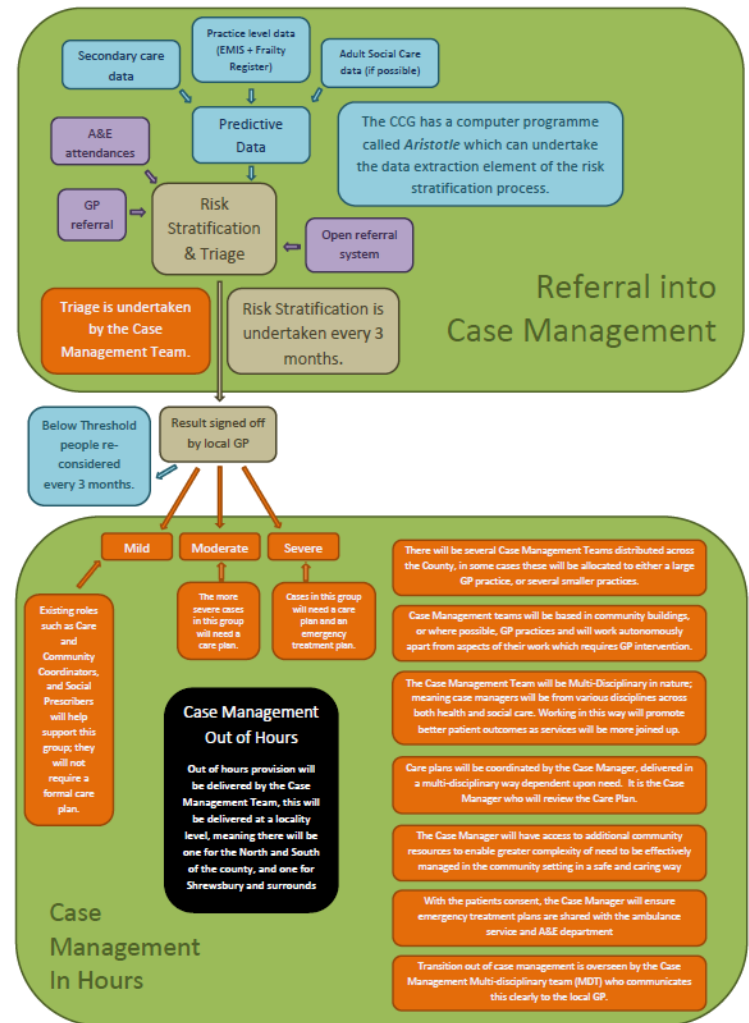
Working in this way has enabled us to produce the agreed model for Case Management in Shropshire.

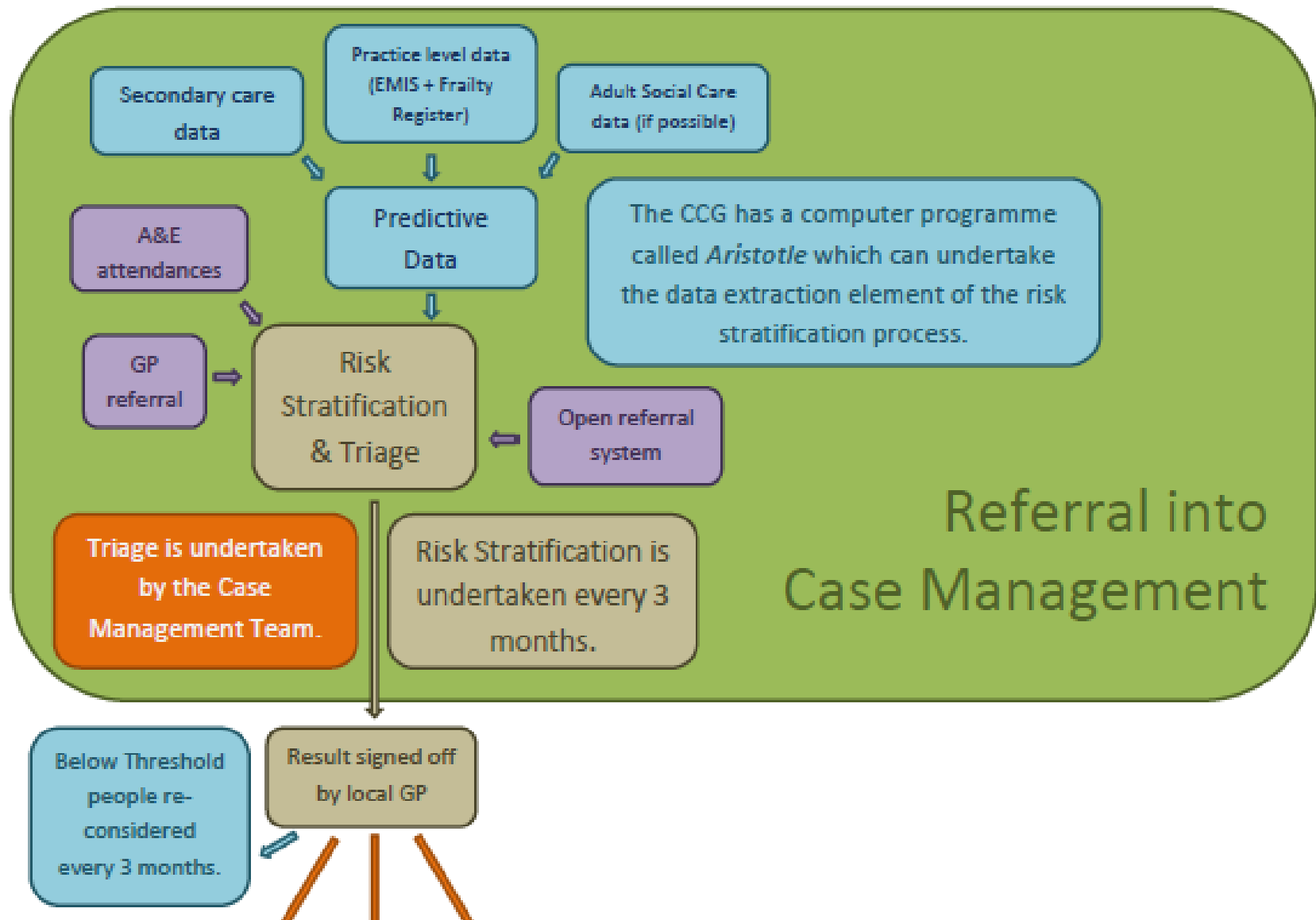


Our Case Management Model

(Subject to Board Approval)

Shropshire Care Closer to Home Case Management Model

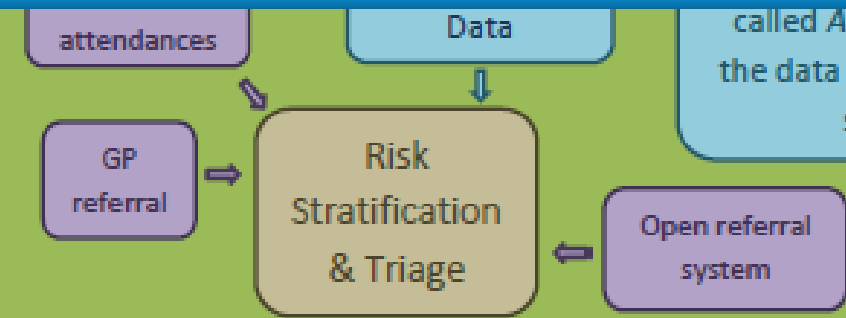




Referral into Case Management

Referral into Case Management

called *Aristotle* which can undertake the data extraction element of the risk stratification process.



Triage is undertaken by the Case Management Team.

Risk Stratification is undertaken every 3 months.

Below Threshold people re-considered every 3 months.

Result signed off by local GP



Existing roles such as Care and

The more severe cases in this group will need a

Cases in this group will need a care plan and an emergency

There will be several Case Management Teams distributed across the County, in some cases these will be allocated to either a large GP practice, or several smaller practices.

Case Management teams will be based in community buildings, or where possible, GP practices and will work autonomously

Mild

Moderate

Severe

Existing roles such as Care and Community Coordinators, and Social Prescribers will help support this group; they will not require a formal care plan.

The more severe cases in this group will need a care plan.

Cases in this group will need a care plan and an emergency treatment plan.

Case Management Out of Hours

Out of hours provision will be delivered by the Case Management Team, this will be delivered at a locality level, meaning there will be one for the North and South of the county, and one for Shrewsbury and surrounds

Case Management In Hours

There will be several Case Management Teams distributed across the County, in some cases these will be allocated to either a large GP practice, or several smaller practices.

Case Management teams will be based in community buildings, or where possible, GP practices and will work autonomously apart from aspects of their work which requires GP intervention.

The Case Management Team will be Multi-Disciplinary in nature; meaning case managers will be from various disciplines across both health and social care. Working in this way will promote better patient outcomes as services will be more joined up.

Care plans will be coordinated by the Case Manager, delivered in a multi-disciplinary way dependent upon need. It is the Case Manager who will review the Care Plan.

The Case Manager will have access to additional community resources to enable greater complexity of need to be effectively managed in the community setting in a safe and caring way

With the patients consent, the Case Manager will ensure emergency treatment plans are shared with the ambulance service and A&E department

Transition out of case management is overseen by the Case Management Multi-disciplinary team (MDT) who communicates this clearly to the local GP.

So what do you think?

