



CareConnect Conference, May 2026
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**Front Line Realities:
Tackling Key Issues
in Case
Management
Practice**

BABICM – Who we are & what we do

- Membership Association – 1,600 members (90% increase in 6 years)
- Founded in 1996
- Not for profit
- Represent the professional interests of brain injury & complex case managers
- Professional home / professional community
- Our Vision – we serve our members by supporting them in their professional roles & their duty to their clients

BABICM – Who we are & what we do

Our mission:

- We train
- We educate
- We support
- We promote
- We empower

BABICM – Who we are & what we do

Our vision – encompasses the following purposes:

- Providing CPD opportunities
- Providing member resources
- Advocating on behalf of the members
- Promoting & educating about case management
- Offering opportunities for peer support & networking
- Evolving & adapting to remain current & relevant
- Contributing to the evidence base through research & publication

BABICM – Who we are & what we do

Our values – define how we will act & behave as we work. Provide ethical & professional principles that guide our Association:

- Our culture is ethical, equitable, inclusive & respectful
- We will advocate on behalf of our members
- We will champion standards, competencies & professional guidance

- We will produce accessible & supportive resources
- We will encourage peer support & networking
- We offer value for money to our members
- We respect & appreciate volunteer contributions & goodwill.

What is Case Management?

Case Management is a collaborative process which assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet an individual's health, wellbeing, social care, education and/or occupational needs, using communication and available resources to promote quality, cost-effective and safe outcomes. (BABICM Website)

Case Managers / Case Management

- 350,000 hospital admissions pa of people with ABI
- 1.3 million people living with impact of brain injury
- Case managers – responsible for overseeing & managing overall care of people with severe injury:
 - Brain injury
 - Spinal cord injury
 - Birth injury
- Clients may have other complex medical conditions

Case Managers / Case Management

- Case Managers:
 - Range of professional backgrounds
 - Work with clients & families
 - Prepare care plans & CM plans for their clients to meet health, social, emotional & occupational needs.
- Keep clients' needs under continuous review
- Provide support as needs of their clients' change
- Work can involve:
 - Rehabilitation
 - Support & care
 - Occupational
 - Housing / equipment

Key Issues

- Care and support
- CQC registration
- Safeguarding
- The medico-legal process
- Artificial Intelligence
- Sustainable Wellbeing
- The “business” of being a case manager

Care and Support

- Who – Care Agencies, Statutory Care, Directly employed carers, Family members
- What – “hands on care”, Supervision and prompting, Remote/telecare
- Where – P’s home, work, school, hospital, residential/nursing facility, holidays
- When – Ad hoc hours – 24 hours seven days a week
- Why – P’s needs. An existing care package or new

The role of the case manager in managing care and support

- Direct employment – what does this mean? These are staff who are employed on behalf of P by a third party, typically a Property and Affairs Deputy.
- Case manager's role is to oversee the care package and provide day to day supervision of the service, to include staff compliance and wellbeing.
- Family members may be included in direct employment

CQC

- You may need to register with CQC if you provide, or intend to provide, health or adult social care activities in England. This is a legal requirement under the Health and Social Care Act 2008.
- What is meant by regulated activities
- Who and what needs to be registered (scope of registration)
- Which regulated activities you are most likely to need to register for.

Safeguarding

- Providers of health and social care services should ensure they have the key people, relationships, values and systems in place that will help them keep the people they serve safe
- Understand safeguarding responsibilities and duties
- Understand the importance of joint working and good communication
- Know how to share information appropriately, at the right time, with the right people
- Knowledge of when to report concerns, and who to report to

The Medico-Legal Process

- The importance of the case management role within legal claims should not be underestimated.
- The case manager owes a duty to the injured person alone and makes decisions in the best interests of that person.
- Initial Needs Assessments (INA)
- The case manager is instrumental in sourcing and coordinating therapy and therefore should have good knowledge of the rehabilitation process and should be able to govern the MDT.

Artificial Intelligence

Technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision making, creativity and autonomy IBM 2026

Benefits of AI

- Automation of repetitive tasks.
- More and faster insight from data.
- Enhanced decision-making.
- Fewer human errors.
- 24x7 availability.
- Reduced physical risks

Artificial Intelligence

Challenges and risks

- Data risks
- Operational risks
- Ethics and legal risks

Cybersecurity

- Helps individuals and organisations reduce the risk and impact of cyber attacks
- Defending the digital services and devices we rely on from online threats
- Ensures that innovative and emerging technologies (such as AI) can be deployed in a secure way, so the opportunities they present can be fully realised.

Sustainable Wellbeing

- Managing stress, avoiding burnout and conserving energy
- The pressure to perform
- The challenge of working remotely

Strategies

- Say “no”
- Communicate and be honest about time scales
- Supervision
- Connect with others
- Hybrid working
- Get active

The “business” of being a case manager

- Thinking of starting out as a case manager – consider the fundamentals of independent practice
- Look at the case management membership organisations and what resources and training they offer
- BABICM, VRA, CMSUK
- IRCM – Voluntary public register of Registered Case Managers who have demonstrated their eligibility and committed to practising in line with these standards and a Pre-Registrant Pathway for those working towards Registration.

The business of Independent Practice

- RCOT - Independent Practice Network
- CSP - Physio First is a specialist professional network, representing self-employed physiotherapists working in the independent sector
- HCPC - You are required to have a professional indemnity arrangement in place as a condition of your registration with the HCPC
- Chamber of Commerce – Business start up information and courses

The business of Independent Practice

- Business plan
- Legalities of setting up a business
- Banking
- Insurance
- Technology
- Website
- Administrative support
- Human resources
- Policies and procedures
- Supervision and mentoring
- Professional development

Some of the fundamentals of business

- Data protection is governed by the [UK General Data Protection Regulation \(UK GDPR\)](#) and the [Data Protection Act 2018](#) and anyone responsible for using personal data has to follow strict rules. There is stronger legal protection for more sensitive information such as health information.
- Information Commissioner's Office - Advice for small and medium organisations
- Comprehensive Business Insurance
- Check regulatory requirements

Resources

Safeguarding

Sign up to Local Government Safeguarding Board newsletters
Social Care Institute for Excellence.

<https://www.skillsforcare.org.uk/>

Artificial Intelligence

Information Commissioner's Office

National Cyber Security Centre

RCOT Guidance for Using AI in OT 20.08.2025

Resources

Business

- HCPC - FAQs professional indemnity
- British Chamber of Commerce
- RCOT – Insurance webinar (Policy Update 2025) also on YouTube

Thank you for listening

For more information on BABICM

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