

**COOCI** Associates LLP

Case Management Services



**Over 75 years of principal experience**  
[www.coociassociates.co.uk](http://www.coociassociates.co.uk)

## Case Management Services

COOCI Associates are a team of dedicated nurses, health care professionals and support staff who work with children and adults with complex needs around the country, including the Channel Islands. We value honesty, openness, caring and respect in all aspects of our business and conduct. When a person has experienced a catastrophic

injury, we work with the injured person to improve their day-to-day life. This includes addressing the practicalities of living today, whilst making short and long-term plans with the injured person to improve their health, functional ability and life circumstances for the future.

### COOCI Associates provides services to people who have experienced:

- Brain Injury
- Spinal Injury
- Cerebral Palsy
- Complex Orthopaedic Injury including Amputation
- Multiple Trauma

*"I am very pleased with the support and service my case manager provides me. She is always helping me with any queries I may have and she is patient and understanding. I have a friend as well as a case manager."*  
**From a Client.**







“Fantastic  
service all round -  
your case manager is a  
true saving grace.  
Endless patience and  
perseverance”  
From a Solicitor.

## What we offer:

- **Immediate Needs Assessment** - Assessment of the injured person's initial needs in regards to care, support, medical, therapy, equipment, accommodation, vocation, education, leisure, holidays, vehicle access and transport.
- **Case Management Service** - Case management aims to facilitate the injured person's independence and improve their quality of life, while acknowledging safety issues. Case management includes:
  - Assessing the client's needs and liaising with their family and representatives
  - Setting and prioritising realistic, achievable and time-framed goals with the client
  - Identifying and instructing of suitable services to promote enablement, for example therapy services such as physiotherapy, occupational therapy and other, or referral to medical services for surgery, assessment or guidance on medical management
  - Co-ordinating, evaluating and adjusting care, medical and therapy interventions
  - Risk assessment and contingency planning
  - Crisis management
  - Set up and ongoing management of community support packages, guided by the standards of the Care Quality Commission
  - Facilitation to locate, secure and adapt suitable accommodation
  - Assistance with social reintegration which may include support identifying and pursuing new leisure activities
  - Assistance with finalising Education, Health and Care Plans and school related issues
  - Support in arranging holidays, whether UK based or abroad
  - Organising assessments/demonstrations and purchasing of recommended equipment
- including arranging Service Agreements and Maintenance Contracts
- Arranging specialist support to assist with learning to drive, which may include arranging a Driving Suitability Assessment and Car Adaptation Assessment
- Support in completing applications for Statutory and Health Funding for care and support
- Identifying and supporting Mental Capacity and Deprivation of Liberty referrals and assessments
- Client account services
- Assistance with benefits and welfare
- Advocacy, family support and education
- Written updates to the instructing Party/ies
- **Involvement with the Litigation Process** - Case management is separate to the litigation process, however the knowledge held by the case manager in relation to the experiences of the injured person can help to clarify the entirety of the client's situation for the purpose of the litigation claim. The case manager can support this process through the following:
  - Support with attending Expert appointments
  - Submission of working case notes to the client's Solicitor
  - Witness Statements
  - Court attendance

**Dan lecturing to a group of university students thanks to a well-planned rehabilitation programme.**



“COOCI are a professional organisation. I enjoy working with the staff there. They are supportive and friendly. We all work well together as a team. Communication is very good.”

**From an Occupational Therapist**





## Our Case Managers

Our case managers come from a range of backgrounds including nursing, occupational therapy, physiotherapy, and social work. COOCI Associates case management services work to meet the industry standards and guidelines set out by the British Association of Brain Injury Case Managers (BABICM) and the Case Management Society of the UK (CMSUK). We utilise a competency framework to support continuous learning for our staff and we provide our team with both in-house and external education opportunities supported by a generous training budget and supervision structure.

We cover a broad area of the country, including:

- Midlands
- Southern England
- London & Home Counties
- East Anglia
- Wales
- Jersey
- Guernsey



**“Kevin enjoys his fourth European Cruise supported by his care team and family.”**

**“Client service is exceptional - always extremely helpful, co-operative and the case managers are a pleasure to work with.”**  
**From a Solicitor.**



## Why choose COOCI Associates?

- High quality, client-focussed service supported by an in-house quality assurance team
- Experienced and knowledgeable case managers who are provided with supervision, support and ongoing education
- A team of supporting staff and services work with our case managers, including assistant case managers, administration, quality assurance, finance, payroll, human resources and information technology support, all of which enables our case managers to focus on providing caring, high quality, and cost effective input
- Comprehensive and thorough initial assessment reports which guide well considered goals and action plans
- Regular update reports, including goal progression and financial estimations
- Regulated by the Care Quality Commission

"Team support and reassurance is excellent and I am very happy." From a professional. "I am overwhelmed with the care and help I have received from your case managers, I really can't thank them enough."  
**From a Client.**

"Issy never thought she would get back to sporting activities so soon. Things moved on quickly after she started working with her COOCI Case Manager and she was able to represent England in shooting at the 2016 Rio Olympics."



## How to refer

If you require a copy of this handbook in large print, in a language other than English or in a different format, please contact us on the contact details below.

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\*Please Note, all of the quotes in this document are from real service users who have used or are still using the services of COOCI Ass. LLP,



“Following an introduction by his Case Manager to a team of dedicated support workers, Matthew was able to get back to enjoying fun activities that he really looked forward to.”



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