



Imaginative, Insightful, Responsive...

Social Return Case Management

0191 375 0256

www.social-return.co.uk | connect@social-return.co.uk

Welcome to Social Return Case Management



Vicki Gilman, MSc MCSP

**Managing Director
Social Return Case Management**

A team of experienced bright-sparks

Our team bring to the table many years of wide and varied experience, they are lateral thinkers who first ensure risks are identified and managed, care teams are accountable and client health and wellbeing is pivotal.

Our case managers work with clients and families to identify meaningful and personal solutions in the context of their lifestyle and choices.

Progress is closely but not obtrusively monitored and value demonstrated. Rapport and trust with clients and families and other key team members is central and is supported by excellent communication.

What we cover

We provide comprehensive case management or specific short-term assessment Including Immediate Needs Assessment (INA) and coordination for a wide range of complex conditions across the age-range, including;

- **Brain Injury**
- **Spinal cord injury**
- **Stroke**
- **Cerebral palsy**
- **Prolonged disorders of consciousness (VS and MCS)**
- **Multiple Trauma**



It's as individual as you are...

Case management for complex conditions can encompass a wide variety of domains and is as varied as the individuality of the people and lifestyles we work with. We carry out comprehensive assessment to gain a full understanding of each of our client's past, present, potential and aspirations for their future.

Detailed analysis, collaborative goal setting and planning leads into a responsive service which supports, coordinates and develops the plan for each client, working with families, services and suppliers toward meaningful and sustainable outcomes, demonstrated by clear robust reporting and feedback.

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We cover the North of England and Beyond. We are based in Durham City, with plentiful on site parking and wheelchair access

Mileage and travel time are calculated from our base for all off-site work

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