

*proclaim*  
**care**



# **SERVICE INFORMATION**



## WHO ARE WE?

Proclaim CARE provides a specialist rehabilitation service. We are an independent organisation staffed by people with extensive experience in dealing with the consequences of personal injury. Our focus is entirely on helping the injured party - for the best benefit of them, their representatives and compensators.

We adhere to The Rehabilitation Code, a copy of which can be viewed at our web site:

[www.proclaim-care.co.uk](http://www.proclaim-care.co.uk)

## OUR AIM

To address the human dimension in the aftermath of an accident, assess the needs of the injured party and produce an action plan that will enable them to be returned to their pre-accident condition - or as close to that as is reasonably possible - within an anticipated period of time.

## HOW DO WE ACHIEVE THIS?

- **MEET** Our Case manager meets with the injured party in their own home at a time convenient to them.
- **ASSESS** From this we are able to determine the impact that the injury is having on the person's lifestyle. Also, we are able to assess their individual needs in the immediate, medium and longer term.
- **RESEARCH** By Mandate and through the injured person's GP, we will obtain medical information relative to the injury. In this way, a record of injury and treatment to date is established and resources available to improve recovery, identified.
- **PLAN** We will produce a CARE plan outlining the person's needs. the options that may be available and the time-frame within which this is likely to take place. The assessment will consider the vocational issues to include a 'back to work plan'.

- **COMMUNICATE** The CARE plan, together with any treatment reports, is made available to those instructing us, with a copy of the plan and reports also being made available to the legal representatives as a matter of course.

## **OUR CASE MANAGERS**

Our Case Managers are medically qualified and experienced in the care of people who have suffered injury. They are trained to undertake an holistic assessment of the impact of an accident on someone's life and devise a plan to address their needs, speed of recovery and, where appropriate, return to work.

## **WHAT NEXT?**

- **IMPLEMENT** Subject to the consent of the parties, our Case Manager will resource and/or put in place whatever services are considered appropriate. Regular contact is maintained with the injured party and the needs and services kept under review.
- **OUTCOME** When recovery is more or less complete or whenever we are unlikely to have any further significant influence on the recovery process itself, we will inform all interested parties and conclude our service.

## **WHO PAYS?**

The cost of our services is met by the funders. Our own fees are normally met by the funding party.

## **WHO BENEFITS?**

- **THE INJURED PARTY** having active and positive help available during their recovery.
- **THE COMPENSATOR** adopting a pro-active approach influences a better outcome
- **THE LEGAL REPRESENTATIVES** enhancing the involvement which they have in looking after their client's best interests.
- **EVERYONE** encourages a climate of goodwill between all the parties.

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