

NORTH & WEST BELFAST HEALTH & SOCIAL SERVICES TRUST

WHAT IS CARE MANAGEMENT?

- Care Management is the process by which people who have very complex needs are helped to decide how these needs can be met. This relates to people who require nursing or residential care or a very intensive level of domiciliary care. It involves a comprehensive assessment of your needs to help determine which is the most appropriate type of care for you within available resources.

WHAT IS A CARE MANAGER?

- A Care Manager is an experienced professional employed by the Trust.

Your Care Manager will :-

- Co-ordinate a full assessment of your needs by getting information from a doctor, District Nurse, Social Worker, Occupational Therapist and Physiotherapist. If you are in hospital the staff there will provide information on the help you need.
- Involve you and your carers/family in discussing the type of care you require.
- Arrange the care you require. This may be a care package in your own home or placement in a residential or nursing home.
- Continue to keep contact and visit you and your family to help ensure the services arranged still meet your needs.
- Provide information on groups that might be helpful in your particular circumstances.
- Explain the financial implications if you choose to move into a residential or nursing home.