

## What to do if you are pleased with our work...

Please let your occupational therapist/case manager know by phone, email or letter, or inform your solicitor so that we can continue to help other people in the future.

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## What to do if you are not pleased with our work...

Call +44 (0) 333 566 0014 or email [admin@independenceworks.net](mailto:admin@independenceworks.net) – a copy of our complaints procedure will be sent to you and we will guide you through the process.



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For further information, please visit our website: [www.independenceworks.net](http://www.independenceworks.net)

Independence Works is a limited company by guarantee run for the benefit of its members on a not-for-profit basis. It has eight directors who act in the role of trustees to ensure that the articles of association and membership terms are adhered to.



# independenceworks

A NETWORK OF OCCUPATIONAL THERAPISTS & CASE MANAGERS



Independence Works making a better future possible

[WWW.INDEPENDENCEWORKS.NET](http://WWW.INDEPENDENCEWORKS.NET)

# About Independence Works

Independence Works is an established panel of occupational therapists/ case managers with proven skills in rehabilitation, working with individuals (both adults and children) who experience severe life-changing injuries such as acquired brain injury, amputation and spinal cord injury.

We are unique among the health professions because as occupational therapists we have a broad education in the health, social, psychological and occupational sciences which equips us with the attitudes, skills, and knowledge to work collaboratively with people to bring about positive life changes. We focus on what is important to the client, helping them to live their lives in a way that is meaningful and satisfying for them. We offer a sensitive, collaborative approach with our clients to help them make lifestyle adjustments and access the support they need after an injury.

Independence Works has been providing case management to those with life-changing injuries for the past fifteen years. We have a strong reputation within the insurance and litigation environments for providing high quality effective rehabilitation. We have a UK wide coverage including Scotland, Wales, Northern Ireland and the Channel Islands. Our occupational therapists/case managers have been part of our group for many years and together we have a wealth of specialist experience and commitment to this work. This makes it possible for us to provide greater continuity to our clients, which we recognise, is very important to them.

We have built up an excellent countrywide network of other professionals such as physiotherapists, counsellors and specialist equipment providers which enables us to arrange the most appropriate service for each individual client very quickly.

The CV's of all our occupational therapists/ case managers can be seen on our website and if required we can provide references for you to view. If you want to know more about our not-for-profit organisation please visit: [www.independenceworks.net](http://www.independenceworks.net)

We aim to treat our clients as we would expect our own loved ones to be treated: with the highest standard of service.

# How we work with you

Following a life-changing injury there are so many things to consider and decisions to be made that an injured person can be left feeling confused and overwhelmed. We do sensitive, collaborative work with people to help them make lifestyle adjustments and access the support they need after illness or injury.

An experienced occupational therapist / case manager can help you navigate through this very distressing time. We will support and guide you, help you cope, and enable you to gain control of your life. We aim to restore your hope and encourage you to make plans for the future.

We will work with you to assist you with every aspect of your rehabilitation, which includes your medical needs, housing adaptations, equipment, care and need for emotional support. Through the most challenging of times we endeavor to build trust and understanding and encourage teamwork among all involved. Our occupational therapists / case managers understand that when the worst happens it touches not only the injured person but those who are closest to them; their families and friends. We will do all we can to support you and your family.

We will communicate closely with you and all your medical team, rehabilitation and care staff, as well as those involved in your personal injury claim. Your occupational therapist / case manager will produce a full report following their visit and regular updates thereafter so that you and your family are fully informed of our recommendations to support you. If you need to speak to your occupational therapist

/ case manager you can just call him or her directly. We will visit you regularly in your own home, accompany you to assessments or medical appointments if appropriate and do whatever is necessary to progress your recovery.

We are innovative and creative problem solvers and work hard to keep well informed about the latest treatments and technology to assist rehabilitation and promote recovery. All our case managers are regularly audited and undertake annual peer review, continuing professional development and supervision. We are committed to providing an excellent professional service to our clients: the injured person. Our goal is always to enable you to take an active role in your own rehabilitation.

We are all:

- registered with and regulated by the Health and Care Professions Council (HCPC)
- members of the British Association of Occupational Therapists and governed by our professional code of conduct
- members of specialist clinical and case management groups and committed to professional development
- fully registered with the Information Commissioner's Office (ICO) under the Data Protection Act 1998
- DBS (formerly known as CRB) checked
- either members of the Case Management Society UK (CMSUK) or the British Association of Brain Injury Case Managers (BABICM).