

SERVICE DESCRIPTION: Neuro Case Management Service (formerly the Long-Term Neurological Conditions Case Management Service)

The Neuro Case Management Service is a specialist community team working with people who are living with the challenges of a long term neurological condition, their families and carers. The aim of the service is to work with other services to help people to address their priorities about the management of their condition and gain timely access to services in order for them to lead a life that is as full and independent as possible.

The aim of the Neuro Case Management Services is to:

- assist and where appropriate lead the co-ordination of individual cases which are defined as **complex** due to the type of service need or amount of services involved, or because of the impact of wider influences on health and wellbeing;
- ensure each individual with a complex health need has a holistic Care Plan for their needs now and in the future so as to promote optimum health and wellbeing;
- make sure that the team understand the individual's wider needs to inform city planning for issues such as housing, community safety and accessible transport;
- assist in the Right First Time initiative to ensure that proportionate care is offered, thereby lessening the use of resources across the city.

The team includes specialist Case Managers with professional backgrounds in neurological rehabilitation and nursing. The team work primarily with other community service providers but can contact people directly in the community.

ADDRESS: Long Term Neurological Conditions Building, Michael Carlisle Centre, 75 Osborne Road, Sheffield S11 9BF

DIRECTORATE: Specialist Directorate

DATE: April 2017

1. ELIGIBILITY

The selection criteria for the above Service are applicable to:

- All adults irrespective of gender, age (16 years of age or over), ethnicity, sexuality, culture or physical abilities;
- Anyone over the age of 16 with a diagnosis of a Long Term Neurological Condition, which can be acquired from birth (e.g. Cerebral Palsy), a brain injury or a degenerative disease (e.g. Multiple Sclerosis/Parkinson's Disease);
- Complex cases requiring specialist advice, assessment or treatment;
- Provision of appropriate liaison, consultancy and joint working for adults with Long Term Neurological Conditions who have complex or competing service needs.

2. THE REFERRAL PROCESS

Referrals can be made directly to the service by a health or social care professional, a service user's family member or carer with consent from the service user, or by the service user themselves.

3. GEOGRAPHICAL POPULATION COVERED

- The registered populations of NHS Sheffield Clinical Commissioning Group;
- People without settled accommodation who are resident in Sheffield.