

# Independent Living Solutions



The ILS team



Joint CEOs Kate Maclean and Karenmarie Smith

Independent Living Solutions, also known as ILS, are specialists in clinical case management and rehabilitation with the medicolegal sector. They support adults and children who have sustained life-changing injuries or complex needs – from brain and spinal cord injuries to cerebral palsy, severe orthopaedic problems and mental health issues. Joint CEOs Karenmarie Smith and Kate Maclean tell *The Parliamentary Review* more about ILS' work and how their organisation requires a person-centred attitude.

Our entire business is about people, and our clients are at the centre of everything we do. With national coverage, we are well positioned to provide a comprehensive service that maximises independence. For many clients, our support is lifelong and an integral part of their daily lives; some have been with us for over 20 years.

Case management is a collaborative process which assesses, plans, implements, co-ordinates, monitors and evaluates the options and services required to meet an individual's health, social care, educational and employment needs.

Recent growth has enabled us to offer a standalone rehabilitation service with specialist teams dedicated to nursing, moving and handling, posture management, neurological occupational therapy, vocational rehabilitation, physiotherapy, occupational therapy for children, speech and language therapy and vision impairment.

This means that our support covers every aspect of physical, intellectual and emotional wellbeing needed for a rewarding quality of life.

## FACTS ABOUT

### IndEPEndEnT LiviNg SOLUTIONs

- » Joint CEOs: Kate Maclean and Karenmarie Smith
- » Founded in 1992
- » Head office in Wilton, Wiltshire, with services nationwide
- » Services: Case management and rehabilitation
- » no. of staff: 134
- » no. of clients: 214
- » no. of support workers: 385
- » [www.indliv.co.uk](http://www.indliv.co.uk)

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## How we began

When founded by pioneering occupational therapist Elaine gipson, case management was in its infancy in the UK. In 1992, she put together a national network of highly experienced case managers from a wide range of clinical backgrounds.

Over the following 15 years, we took on increasingly prominent roles within ILS to establish and lead a fast-growing business. When Elaine retired in 2008, we became joint chief executives.

## Our people and our values

We value our people and the skills, expertise, experience and quality they bring to the business. This is reflected in our flexible working policy, an allocated personal training budget for everyone, a competitive salary and benefits package and our dedicated HR and support services team. Our clinical teams also enjoy the support of an established mentoring programme. All of these factors contribute towards a stable, happy and cohesive workforce.

In terms of quality, all of our case managers and therapists are highly experienced adult or paediatric specialists registered with their own professional bodies as well as the

Case Management Society UK and the British Association of Brain Injury Case Managers. We encourage every team member at ILS to work towards achieving advanced registered practitioner status.

We regularly hold two-day residential company conferences bringing together remote and office-based staff to spend time with colleagues and participate in workshops, share ideas and celebrate achievements together.

Our managers meet weekly to discuss business development, explore opportunities and plan projects. As a result of these meetings, we now utilise a secure cloud-based system called SharePoint for effective maintenance and management of confidential client information among clinical teams.

After carrying out a further staff survey, we implemented an open and honest feedback system – with promised anonymity – and in december 2018, staff took part in a project to formally name and define our values. This meant we could publicly describe our company ethos clearly in a way which everybody would recognise and understand.

These qualities form our moral compass and inform how we run the business day to day:

- » We are client-centred. We put our client's aspirations at the centre of everything we do.
- » We have integrity. We can be trusted to work in a professional, honest and transparent way.
- » We are positive. We find solutions and empower others.
- » We are supportive. It matters to us that our clients and staff know that we care.
- » We are quality-focused. We set high standards and aim to exceed them.

One of our clients, Emily, surrounded by our values





## Balancing and managing demand

It has always been challenging to balance demand for our services and the needs of clients with our ability to grow within financial limitations. It is, however, still sometimes difficult to recruit case managers with the right skills in the right areas at the right time.

Legislative introductions such as pension auto-enrolment have had a big impact on the workload and costs associated with additional recruitment and purchasing software. Our clients' carers also all work different hours and subsequently earn varying amounts; auto-enrolment parameters are not geared towards this complexity.

Similarly, gdPR and threats to cybersecurity have also required the investment of time and money to ensure compliance and data integrity.

We maintain the highest professional standards in all aspects of our work, allowing us to meet CQC standards. With a unique working model, this is not without its challenges, but we are committed to excellence for our clients.

Many other independently owned British case management firms have been bought out in recent years. To compete with these larger companies, we are committed to retaining and growing our specialist clinical expertise, taking a creative and innovative approach to marketing, maintaining the excellence of our staff and striving for continual improvement in all our business practices.

Some of the difficulties we experience are on a practical and regional level, and there is currently a lack of suitable commercial property available to accommodate our growth. For several years now, our office-based staff have been split across two separate buildings, and we look forward to the day when we can all work together in the same premises.



One of our clients, Ellis

## development in the case management and rehabilitation sector

There will always be a need for high-quality case management and rehabilitation services, and we intend to continue to thrive as a market leader in the future. As well as investing in staffing and expertise, we have also developed a five-year strategic business development plan.

We are proud of what we do and can demonstrate our excellence in several ways, but we have decided to focus on compiling testimonies from those we have existing relationships with, preferring to encourage them to say in their own words why they value our services.

Most importantly, our clients' resilience and determination are frequently impressive, so we are currently inviting them to participate in an exciting film and animation project showcasing their achievements.

The fact that we have helped to enable and empower so many people is a compelling testimony for those who are considering doing business with us, and we believe, when it comes to getting that message across, it is right to give our clients centre stage.

“LS seem to have all of my family's needs covered – I can concentrate on being there for my relative”

CQC