



We are **Positive**

We are **Client Centred**

We are **Quality Focused**

We are **Supportive**

We have **Integrity**

*"I have happily worked with ILS for many years. Whether providing an immediate needs assessment, case management or rehabilitation solutions, the focus is always on the client and his or her needs. ILS have a highly experienced and professional front line and back office team who are passionate about what they do, often in complex and trying circumstances involving clients with severe, life-changing injuries."*

**Lee Hart**  
Partner, Clarke Willmott LLP

### Flexible Commercial Business Terms

We recognise that funding is not always available immediately. In order to allow early case management intervention for your client we can offer deferred payment for the INA and to start case management. Early rehabilitation will facilitate the best outcomes for your client and their family.

In response to feedback from Deputies we can now offer a fixed monthly payments model to support managing the costs of case management.

If you would like to discuss our flexible business terms, please contact **Christina Thornton** on **01722 742442** or email **finance@indliv.co.uk**



## Case Management

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Head Office:

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Come and meet us  
[www.indliv.co.uk](http://www.indliv.co.uk)



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We are **Quality Focused**

We set high standards and aim to exceed them

We have **Integrity**

We can be trusted to work in a professional, honest and transparent way

We are **Client Centred**

We put our client's aspirations at the centre of everything we do

We are **Supportive**

It matters to us that our clients and staff know that we care

We are **Positive**

We find solutions and empower others



## Case Management

Specialists for Children,  
Young People and Adults with  
Catastrophic Injury

[www.indliv.co.uk](http://www.indliv.co.uk)  
01722 742442



**With over 25 years' experience, ILS Case Management are specialists in supporting children, young people and adults with catastrophic injury.**

We have a national network of highly qualified Case Managers supported by an experienced head office team including recruitment, HR and payroll services for client care teams.

This puts us in a great position to offer completely holistic clinical and therapeutic support for your client.

*"They are responsive, efficient, vastly experienced and above all empathetic to the needs and concerns of the clients and their families."*

Irwin Mitchell Solicitors

## Case Management

Our Case Managers all have professional backgrounds including Occupational Therapy, Physiotherapy and Social Work, and each provides a bespoke person-centred approach, upholding the core values of the company.

Their knowledgebase covers a breadth of areas of expertise including, but not limited to:

- **Acquired brain injury**
- **Spinal cord injury**
- **Polytrauma**
- **Cerebral palsy**
- **Multiple orthopaedic injuries**
- **Mental health issues**

*"ILS seem to have all of my family's needs covered – I can concentrate on being there for my relative"*

In addition, each Case Manager is registered with BABICM and CMSUK and many have achieved Advanced Registered Practitioner Status with BABICM.

For further information contact us on **01722 742442** or visit our website [www.indliv.co.uk](http://www.indliv.co.uk)

## Client Support Service

Some clients have a Financial Deputy in place to manage their funds and also require someone on the ground to really get to know them and to provide practical support in all aspects of their home and social life. ILS work to enable clients to retain freedom of choice in ensuring that they live their lives to the full, whether they remain in their own home or are in a residential setting.

The aim of this personalised service is to tailor support to improve and enrich how the client lives their life, day to day. The Case Manager can assist in practical tasks such as sourcing products or services that enhance or improve how the client spends their leisure time, researching and booking accessible venues to enable them to meet up with friends or family, liaising with service providers on behalf of the client, organising day outings or longer breaks away, or sourcing and buying items of food, clothing or soft furnishings to increase their level of comfort and well-being.

Where family members live some distance away or have busy lives themselves, the Client Support Service may be just what is needed and can be a great source of reassurance for the client and their loved ones.

By working closely with the client and their Deputy, the Client Support Case Manager can make a positive impact on the client's wellbeing, enjoyment and quality of life.

***Our entire business is about people, and our clients are at the centre of everything we do***