

We are Supportive

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



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 Quality Focused

We set high standards and aim to exceed them



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
01722 742442



With over 30 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

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



Case Management

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

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

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

"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 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



Client HR & Payroll

Our Client HR and Payroll teams are experts in addressing the unique challenges of managing a care team. They provide strategic advice to clients, Case Managers, and Team Leaders to ensure optimal performance.

Our HR team supports Case Managers by offering tailored services for nearly 400 care staff across over 100 clients. This encompasses day-to-day HR support, including recruitment, probationary period support, updates on terms and conditions, performance management guidance, family-friendly processes, expertise, and assistance with termination and redundancy. All our HR Advisors hold CIPD qualifications, ensuring high professional standards, and collaborate with clients' Employer's Liability insurers to ensure the advice provided is covered.

After onboarding, seamless integration with our Payroll team offers end-to-end payroll services and can calculate sick pay, administer pensions, calculate annual leave entitlement and make direct payments to HMRC or care staff.

Our dedicated Payroll Team have in-depth experience of working with care teams and are fully compliant with regulations, including the 'Good Work Plan'.

Together, our Client HR and Payroll teams provide the advice required to enable Case Managers to support their clients need to achieve their goals.



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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.

"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

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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Come and meet us

www.indliv.co.uk

