



Association for Agency-Based Counselling
& Psychotherapy in Ireland Ltd

Guidelines: Case Management Policy

This document is only to be used as a guideline for organisations

*Should you require any further support or have any queries please contact
(AACPI National Director)*

www.aacpi.ie

Case management includes coordinating and providing care is safe, efficient, equitable and client-centered. It also ensures review of client cases is carried out along with case closers. Helps clients achieve well-being and autonomy. Ensures review of therapist well-being.

Case Management will ensure that your organization is working efficiently, that therapists remain focused in their work with their clients. That open-ended therapy provided is productive and that waiting lists can be reduced.

Does the organization provide open-ended therapy?
Does the organization have a cap on the number of therapy sessions provided?
Does the organization have an extension of therapy process in place?

Areas to monitor in the management of clinical practice within the organization:

- Therapist's insurance
- All CPD training completed annually
- Tax Clearance Certificate
- Accreditation
- Name of current supervisor
- Therapist's client notes are up to date and kept in accordance to GDPR guidelines and to the policy of the organization.

Recommend Clinical Manager complete a clinical review with all therapeutic staff annually, which includes the following:

Original Treatment Plan:

- When therapy began
- Was there a clinical assessment carried out and outcome of this?
- Was a treatment plan identified
- Clients hopes in engaging in therapy



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Progress with client:

- Has there been a reduction in presenting symptoms
- An increase in self-care
- Development of support systems/resources
- Does therapist feel the client is engaging in therapy?
- Are there limiting factors to client improving
- Does the client need access to other services e.g. psychiatric/
GP/Addiction/Community
- Number of sessions attended
- How much longer might the client require therapy
- Have there been reviews done with the client

At risk Clients:

- Have any risks pertaining to the client been identified and has the therapist adhered to the organizations policies and notified the clinical manager?
- Have any Child Protection cases been identified and reported in accordance to Child Protection Guidelines
- Has there been a breach of GDPR guidelines pertaining to the client files.