



Bush & Co Services available through COVID-19

Our Services	Accepting New Referrals	Supporting our Clients and Customers	Supporting our Consultants
Liability Reports	Yes	Desktop assessments completed and reports delivered as usual.	<p data-bbox="1489 238 1895 361">Clinical leadership team including Heads of Service and Operations Managers providing regular wellbeing checks, answering queries and supporting complex cases.</p> <p data-bbox="1499 394 1885 467">Case Management Assistants providing additional support to Case Managers, responding quickly to client needs.</p> <p data-bbox="1489 500 1889 573">Weekly FAQs shared with latest Public Health England advice including ensuring Support Worker safety.</p> <p data-bbox="1499 606 1879 699">Strong relationships with preferred providers to ensure we share the latest status of each company and where alternative therapies can be found.</p> <p data-bbox="1489 732 1895 776">New processes in place to support vital services such as ordering PPE equipment.</p> <p data-bbox="1547 809 1827 831">COVID-19 advice line set up.</p> <p data-bbox="1499 863 1885 907">Online webinars and training around key topics.</p>
Quantum Reports	Yes	Assessment is made available using telephone/video conferencing through a platform the client is most comfortable with (Microsoft Teams, Skype, Zoom etc) and Experts will follow up with an initial report. The option to supplement this with face to face assessment later still exists as required.	
Immediate Needs Assessment	Yes	Assessment can be made via telephone or video conferencing facilities to address critical/immediate needs. We are also moving back to face-to-face assessments when they are clinically indicated, with the completion of a full risk assessment and consent from all parties. For those cases that have had a telephone or video assessment, we will continue to review the need for a follow up face-to-face assessment to reassess need and can provide an amended INA or start full case management.	
Case Management	Yes	Case Managers are in regular contact with clients to ensure they are safe and supported. We are responding to their needs, recommending virtual rehabilitation and alternative ways to provide therapies. MDT meetings and reviews are taking place via video/telephone calls. Rehabilitation update reports continue as usual. As with our INA's we are starting to move back to face-to-face assessments when indicated.	
Vocational Rehabilitation	Yes	Assessments are made via video calls as required. Existing clients are regularly supported via video/telephone calls. Where planned returns to work or placements were imminent, Case Managers are working with employers to provide online learning and the team are providing CV workshops plus recommending long distance learning courses for those still looking to return to meaningful activity.	
Behaviour Service	No	Assessment and 6 week intervention usually relies on face-to face engagement At the moments the team are supporting existing clients over video conference facilities/telephone calls and providing training and support to families, care teams and case managers to ensure behaviour can still be addressed in the home at this time.	
Pain Management Service	Yes	The service is usually carried out remotely via telephone and so continues as normal at this time.	
Employment Support Service	Yes	Training for care teams is all delivered through online learning and policies and procedures are also accessible through a secure training portal. Payroll and on-boarding continues as normal and recruitment is fulfilled through video conferencing.	

Where a client does not have access to video call technology, we can provide a secure tablet for the assessment interview and arrange return afterwards.