

Client Liaison Service

Expertise and Understanding

Legal support from Irwin Mitchell

Our Client Liaison Team consists of health care professionals with extensive experience in serious injury rehabilitation. Working with NHS, Local Authorities and private health care professionals we provide the help and support needed for clients and their families to adjust to life after a serious injury.

After a serious traumatic injury, it can be difficult to adjust to what has happened and what the eventual outcome may be.

We aim to ensure that any changes to a person's lifestyle are handled with as little disruption as possible.

Above all we put you first.

Background

Along with the uncertainty of the final outcome of a serious injury, many things can be affected beyond the injury itself. Practical help and advice is often required for a family or individual at such times. People often find themselves in a maze of services which they are unfamiliar with, such as hospitals, social services, rehabilitation units and the benefits agency. It can be overwhelming and difficult to understand the function of each service and how to best communicate with each organisation. Our Client Liaison Team can help to make sense of these services, explain how they work and interact with each other and how they affect the injured person.

The Client Liaison Team was initially created to meet the specific needs of clients affected by traumatic brain injury and has evolved to provide a wide range of support services to meet the needs of many of our clients following serious traumatic injury.

Traditionally clients with serious injuries have found the legal process difficult to follow and understand as a consequence of their injuries. They often missed appointments due to memory difficulties or could not absorb or action information in the letters they received. This led to some problematic situations which could easily have been avoided with a bit of extra help and support.

The Client Liaison Team can help families in the long term when people return home and require particular services which may be difficult to access. If somebody's condition changes, they may not be able to communicate how that is affecting them and the Client Liaison Team may be able to help explain the difficulties to the relevant professionals.

Our Service

Our friendly and responsible staff provide a confidential service that is tailored to meet the needs of each client.

This can include:

- Assessment of immediate and longer term needs for clients.
- Highlighting areas of need and coordinating appropriate services and support for families.
- Support and education for our clients and families regarding the implications of their changed lifestyle as a consequence of the injury.
- Liaising with local services, professionals and agencies about ongoing programs and care needs.
- Practical support with day to day issues such as budgeting, useful coping strategies and support with ongoing rehabilitation issues.
- Monitoring the progress of rehabilitation to maintain a consistent and co-ordinated approach.
- Advice and assistance with benefit applications, reviews and appeals.



John's Story

John was involved in a road traffic collision last year. He sustained a traumatic brain injury, was admitted to his local hospital and later transferred to the regional trauma unit for further medical and surgical treatment. He remained there until being transferred back to his local hospital and then back home to his wife and young son.

Although John was pleased to be home, it was then that he realised how difficult his life had become as a result of his brain injury and the impact of his changed behaviour and personality on his relationships and family life.

John's solicitor approached the Client Liaison Team to request support for John and his family. A Client Liaison Manager was appointed and promptly arranged to meet John and his family. The purpose of this meeting was to gather information and detail about their current situation and circumstances. It was clear from the meeting that John and his family needed further assistance to access appropriate services and advice.

Liaison with local medical services enabled the family to access a Rehabilitation Consultant. This has been helpful in managing John's progress, medication needs and gaining access to local community based support services such as physiotherapy and occupational therapy.

The Client Liaison Manager assisted John and his wife with claiming the relevant welfare benefits they were entitled to. He was awarded Disability Living Allowance at the high rate for care and mobility. John's wife had taken time off work to care and support him and was anxious to retain her job.

Support from a social worker was secured for them with the help of the Client Liaison Manager and they were assessed for the Direct Payment scheme to enable John to employ a carer on the days his wife was at work. This has helped John to build up his confidence and venture into the community more independently.

John and his wife were also given a lot of information and education about the consequences of brain injury. This helped them to develop effective coping strategies. The Client Liaison Team has provided John and his wife with a consistent point of contact for advice and support either face to face, via the telephone or email. This will continue as he progresses through his rehabilitation and Irwin Mitchell progress his personal injury claim.

Guidance with strength and sensitivity

At Irwin Mitchell we understand the real impact of a serious injury. Our team of specialists have the skills and experience to guide and support you.

We're renowned for our understanding of the issues affecting you and your family, and we know what positive action to take to make a difference.

"When my sons were involved in a serious car accident we, as a family, found it very hard to cope with the shock, grief and practical issues we face; things like sickness benefits, legal problems and dealing with medical procedures and jargon - we had never faced anything quite like it before. We found that the help and advice offered by Irwin Mitchell's Client Liaison Team has been vitally important at a time when we all really needed support. It has been accurate and professional but, above all, shown a genuine understanding and concern for our feelings during a very difficult time and has enabled us, as a family, to cope so much better than we could have done on our own."

Helen, Leicestershire

Talk to a specialist advisor today

Freephone **08000 23 22 33** or visit www.irwinmitchell.com
Text claim to **61993** and someone will call you back

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