



## Client Liaison Service

Supporting You Through the Legal Process

Our Client Liaison team are here to support you and your family adjust to life after a serious injury or illness, by working with health care professionals to get you access to the rehabilitation you need.

Following a traumatic injury or illness, it can be difficult to accept what's happened and understand what the future may hold. Our aim is to support you and your family through adjustments and life changes, working alongside the NHS, local authorities and private health care professionals.

### Here to support you

Along with the uncertainty of a serious injury or illness, many things can be affected beyond your control and you may need practical help and support. People often find themselves in a maze of services which they're unfamiliar with, such as hospitals, social services, schools, 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. You may find the legal process difficult to follow, miss appointments due to memory difficulties, or find it hard to absorb information. It may also be hard or stressful for you to express the ways your injuries or illness have impacted your life.

Our specialist team can help you to make sense of the various support services, explain how they work and how they can benefit you. We can also help to explain your circumstances to the relevant professionals and get you the support you require.

### Our client liaison service

Our friendly team provide a confidential service that's tailored to meet your needs.

#### This can include:

- Assessment of immediate and longer term needs
- Highlighting areas of need and coordinating appropriate services and support
- Support and education for you and your family after a lifestyle change
- Liaising with local services, professionals and agencies about ongoing rehabilitation, therapy and care needs
- Working with, and referring you to specialist charities
- Practical support with day-to-day issues such as budgeting, useful coping strategies and support with ongoing rehabilitation issues
- Support for carers, families and friends
- Providing benefit advice
- Support and advice for wellbeing and mental health
- Bereavement support for all the family
- End of life care, support and planning.

## Andrea's story

**At the age of 44, Andrea was admitted to hospital with flu-like symptoms. She had no idea that her life was to change forever.**

Andrea was diagnosed with sepsis, but treatment was delayed. She experienced problems with the blood supply to her legs, requiring her to have two below-knee amputations. The sudden, unexpected reality of the situation took a while to sink in and had a huge impact on Andrea both physically and psychologically.

Andrea instructed our specialist medical negligence solicitors to investigate concerns with her treatment and the aftercare she received once discharged from the hospital. While this process is ongoing, our focus has been on providing Andrea with the best support and care to aid with her recovery.

## The road to recovery

After leaving hospital, Andrea began her rehabilitation programme, and was fitted with prosthetics to help her regain some independence. Andrea's biggest achievement is reaching her goal of being able to walk again, which she's done not only for herself but for her family. It's made her more determined and confident, so she can enjoy every minute of family life and watching her granddaughter grow.

## Emotional support

The emotional impact of having a disability was hard for Andrea to come to terms with and our Client Liaison team were there to support her as she tried to adjust to a new way of life and navigate the various rehabilitation and support services available. Michaela Morris, our client liaison manager, has a background in Occupational Therapy, and worked closely with Andrea to build up her confidence and guide her through the legal process.



## New opportunities

Andrea has been able to take advantage of many new opportunities. She has started a group for other amputees alongside the charity Finding Your Feet, and also takes part in an art group – something that she's always wanted to do.

She's now more determined than ever to enjoy family life and is very much looking forward to watching her granddaughter grow.

## I am able

Our campaign tells the story of the remarkable progress our clients have made after a life changing serious injury or illness. To find out more about our I am able campaign and how we can help people access financial support, rehabilitation and adaptive equipment they need, please contact us today.



Having a close relationship with Michaela from the Client Liaison team has given me invaluable emotional support. She's compassionate and understanding of my situation and offers lots of advice with a friendly smile. I am able to be confident.

**Andrea Moran**

Our client



0800 0232 233 [irwinmitchell.com](http://irwinmitchell.com) @IrwinMitchell

Irwin Mitchell LLP is authorised and regulated by the Solicitors Regulation Authority.

Expert Hand. Human Touch.