

Our Client Stories



Our Support and Rehabilitation Coordinators (SRCs) supported Chris after he sustained multiple injuries after being hit by a car.

What happened to Chris?

Chris, 74, was hit by a car while in car park. He sustained an open fracture to his right tibia and a laceration to his left elbow.

He underwent surgery to insert a metal rod into his tibia and close the laceration. This led to Chris being in hospital for 13 days. After his operation, Chris received NHS physio to assist with his recovery.

How did we help?

While helping Chris with his legal claim, he was recommended to meet with our Support and Rehabilitation Coordinators (SRCs). A member of our SRC Team conducted a home visit because Chris preferred a face-to-face interaction. It would also allow the team to identify any potential support and equipment needs.

A referral was made to the adult social care for a care needs assessment and Occupational Therapy (OT) assessment. This was to access aids and adaptations as their current property wasn't suitable for him. Chris couldn't access the bathroom independently and there was a high risk he could fall.

How did this impact Chris' life?

Chris was the main carer for his wife, whom he lived with in a privately rented bungalow. His injuries meant he couldn't continue to be his wife's main carer.

He was also no longer able to help his elderly mother-in-law with household chores and shopping following his injury.

The care needs assessment and OT assessment were completed, and a housing report was prepared. The report identified the couple needed an adapted property to better cater for their mobility and care needs.

We helped Chris submit the housing report to his local housing. Suitable housing was found for them within five months of the application, and they moved into their adapted property. Their new house allows them to continue to live independently together.

Our SRCs were concerned about his left knee because, since the accident, he'd experienced increased pain and there'd

been no investigation into it. We were able to get Chris an X-ray and liaised with the hospital to get a review with an orthopaedic consultant.

We helped Chris successfully apply for a Blue Badge. This helped him and his wife become more independent with shopping and attending medical appointments.

Alongside our SRCs, Chris worked with our Welfare Benefits Team . They identified that he qualified for Attendance Allowance as extra care support was needed during the early stages of his recovery.



My brother is making a claim, and we are very pleased that the solicitors dealing with his case are efficient and make sure that we are kept up to date with developments. Lesly Pointer, Support and Rehabilitation Coordinator, has been of immense help and support for my brother during a very difficult time. My brother's needs are now complex following an accident and Lesly's wealth of knowledge, experience, and compassion have been so very much appreciated. We would have been lost without her friendly advice.

Client Feedback

Find out more

For more information about our Support and Rehabilitation Coordinators, see our [Knowledge Hub page](#). For additional information about our Welfare Benefits Team, click [here](#).