

Our Client Stories



Our Support and Rehabilitation Coordinators (SRCs) helped Liam* access psychological support after sustaining serious burn injuries at work. We also helped him secure alternative employment and understand what financial support he could apply for.

*Client's name has been changed

What happened to Liam?

Liam, 24, was a kitchen porter when he was injured at work. He sustained serious burn injuries while using a faulty blowtorch. Liam sustained 8% full thickness burns to his face, neck, and arms. Liam's injuries needed several surgeries and he experienced psychological issues after the accident. He also had flashbacks to the accident, which meant he couldn't sleep.

Not being able to work resulted in Liam struggling financially, which added further to his psychological trauma. Before the accident, Liam was in a relationship. This relationship broke down and ended after his injuries.

How did we help?

While we were working on his legal claim, Liam also worked with our Support and Rehabilitation Coordinators (SRCs). The first step the team took was help Liam access the psychological treatment that was provided by the hospital on the back of our referral.

With the support of Lesly, one of our SRCs, Liam was able to find a new job. It's a job that he loves and has helped ease his financial stress. Liam also accessed additional benefits

while he was looking for a new job. Our Welfare Benefits Team helped him understand what benefits he was entitled to and how to apply.

The psychological support and new job have helped improve Liam's outlook on life. He's also met a new partner and is looking forward to the future.



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My whole experience has been brilliant due to how helpful and professional Lesly has been. Since our first phone call she has handled my concerns and helped me through some very difficult times. Overall, she has just been fantastic throughout. She was very proactive and makes you feel so reassured throughout the whole process. Overall, I don't think I could have asked to have a better individual helping me during the whole experience.

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](#).