

Our Client Stories



Our Support and Rehabilitation Coordinators (SRCs) helped support a family through complex care needs after a delayed diagnosis of a spinal cord bleed.

Our Client's story

A female Client became paralysed after a delayed diagnosis of a spinal cord bleed. She lost control of her bladder and bowels and needed round-the-clock care. Her daughter, who had Power of Attorney, was struggling to manage her mother's care and funding, especially during the challenges of the COVID-19 pandemic.

How did we help?

Our Support and Rehabilitation Coordinator (SRC) supported the Client's daughter through the Continuing Healthcare (CHC) funding review, which was successfully approved. We helped her navigate COVID restrictions around care home visits, and worked closely with the care home to improve communication and care planning.

We also brought in specialist advice from the Spinal Injuries Association (SIA), including a nurse and occupational therapist, to ensure the right equipment and care were in place. The Client's daughter and husband were also referred for emotional support and counselling.

We explored the possibility of the Client returning home, but due to the level of care needed and the adaptations

required, this wasn't possible. We also helped the daughter renew a Blue Badge for her father, who was also experiencing mobility issues.

What were the outcomes for the Client?

- CHC funding secured and care needs met
- Better communication and care planning in the care home
- Specialist support in place for both the client and her family
- Emotional support provided to help the family adjust
- Family expressed deep appreciation for the support received.



Lesly has been brilliant. She helped break down barriers with the care home and explained everything in a way I could understand. I don't know what I would have done without her. She's been worth her weight in gold.

Client's Daughter's Feedback

Find out more

For more information about our Support and Rehabilitation Coordinators, see our [Knowledge Hub page](#).