

Our Client Stories

Our Support and Rehabilitation Coordinators (SRCs) helped a father rebuild after a life changing accident and mismanagement of his injuries.

Our Client's story

A father of six was seriously injured in a road traffic accident, leaving him with a complex spinal injury. He experienced severe pain, loss of mobility, incontinence, and emotional distress after his injuries were poorly managed. His home was overcrowded, was unsuitable for his needs post injury, and he had little follow-up care after leaving hospital.

How did we help?

We worked closely with his GP to manage the Client's pain and mental health, and arranged referrals to physiotherapy and specialist services. We supported the family in applying for a larger, adapted home, and helped appeal for higher housing priority. We also worked with Adult Social Care to ensure he had the right care at home and supported him in hiring personal assistants.

His partner was referred for a carer's assessment, and we helped the family access mental health support after a suicide attempt. We also connected him with specialist spinal injury services and supported him through the process of regaining his driving licence.

What were the outcomes for the Client?

- The family moved into a suitable, adapted home
- He now has regular physiotherapy and attends a gym to support his recovery
- His care needs are fully met with a team of personal assistants
- His mental health has improved with support from local services
- His partner receives ongoing support as a carer
- He is receiving specialist help for continence and sexual health challenges
- His driving licence is being reinstated.



Lesly has been amazing right from the start. She gave me a different outlook on life and reminded me how important I am to my children. I simply cannot thank her enough.

Client Feedback

Find out more

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