



Care and Case Management

A serious injury will often leave you needing regular personal care and/or assistance. It is vital that the appropriate support is put in place to ensure that you have a decent quality of life and to aid your rehabilitation. You should not need to call on family and friends to act as unpaid carers or to rely on the often inadequate service provided by local authorities.

Appointing a case manager

Our recommendation is that, as soon as liability has been established in your case, a case manager with experience of your type of injury be appointed. They will act as your main point of contact for accessing the carers and/or support workers that you need and will co-ordinate treatment, including therapies, on a long-term basis. The cost of the case manager and care will be paid by the defendant's insurance company, so you and your family will be free to focus all your efforts on recovery and rehabilitation.

A network of support

With close links to many case management organisations and care providers, our team is able to help you find the support that's right for you and advise on issues such as the merits of direct employment and agencies. We can often access privately funded physiotherapy, aids and equipment and other therapies using this network of contacts – all at no cost to you.

If we are instructed quickly enough, we will arrange for an expert to carry out what is known as an 'immediate needs assessment' before you have even left the hospital. Our experience is that involving the maximum amount of support at an early stage will minimise the pressure on you and your family.

“ My solicitor was very professional at all times, and I'm very happy that he represented me. ”

Client testimonial

Russell Jones & Walker Solicitors is regulated by the Solicitors Regulation Authority (SRA 54695) and the Ministry of Justice in respect of regulated claims management activities; its registration is recorded on the website www.claimsregulation.gov.uk.

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This fact sheet is for general guidance only and should not be treated as a definitive guide or be regarded as legal advice. If you need more details or information about the matters referred to in this fact sheet please seek independent formal legal advice. This information was correct at time of going to press.

We pride ourselves on our fair fee structure – there is no charge for the initial consultation and we guarantee that you will receive 100% of any compensation awarded.

Find out more
If you would like to know more about case management and how RJW can help, please do not hesitate to contact us.

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