



CASE STUDY – MRS R

From needing support with all personal care, confined to sleeping downstairs, and mobilising with a gutter frame to return to life and readiness for work in thirteen months

BACKGROUND

On 24 February 2020, Mrs R sustained multiple complex and traumatic injuries when she was involved in a road traffic collision whilst crossing the road with her two young children after school.

Prior to this incident, Mrs R had been running a small business (which due to pre-existing chronic health conditions she was having to close) and was the main carer for her two children, both of whom have learning difficulties, whilst her husband went to work full time. Despite living with some long-term health issues, Mrs R took great pride in running the home, enjoyed cooking and cleaning, organising daily family tasks, and taking the children routinely to the park and on days out. In addition to looking after her own family, Mrs R also supported her husband's elderly parents with regular household help.

Now October 2022, we are sharing Mrs R's story as a case study to provide an account of her rehabilitation journey and her hopes for the future.



*"Mrs R has done very well!
Thanks for all your help on this case"*

John Carter

Technical Claims Handler, Ageas Insurance

"I would like to thank you for the work that you have put into this case, which has clearly paid off. Mrs R and I are very grateful and likewise, to John for his support over the past 12 months or so."

Steven Santy

Partner, Higgs LLP

ROAD TRAFFIC COLLISION (PEDESTRIAN V CAR) RESULTING IN COMPLEX MUSCULOSKELETAL POLYTRAUMA

Mrs R was aged 37 when she was involved in a road traffic collision whilst she and her children were crossing the road after school.

Her injuries included a laceration to her head, multiple complex fractures (to the pelvis, hip, right forearm, thigh and foot), as well as injury to the ligaments in the right knee, and a tear to her thigh muscle. Understandably, due to the nature of this event, Mrs R also began to experience trauma related and psycho-emotional reactions and distress. Mrs R was taken to the Major Trauma Centre (University Hospitals Coventry & Warwickshire), where she underwent surgery and eventually discharged on 13 March 2020.

Mrs R engaged Higgs LLP, via the Major Trauma Signposting Partnership, whom worked collaboratively with Ageas Insurance; to ensure that a suitable rehabilitation package could be offered to help her regain her function and independence once more. Higgs LLP and Ageas Insurance jointly instructed the services of Transcend Rehabilitation on Mrs R's behalf, to assess her rehabilitation needs and implement the recommended provisions.

Due to the Covid-19 pandemic, we required to meet with Mrs R through video technology on 17 April 2020 to complete a detailed Immediate Needs Assessment report, which was submitted to the instructing parties 10 days later. The INA identified that Mrs R:

- Was experiencing high levels of persistent pain in the region of the neck, throughout right upper limb, as well as right hip and knee
- Had restricted whole-body movement
- Was confined to living downstairs and unable to leave the home
- Required a gutter frame for mobility
- Required assistance with all personal care
- Was experiencing trauma-related reactions including intrusive images, flashbacks, and nightmares/dreams, therefore resulting in disturbed sleep
- Was suffering anxiety and severe fatigue

As in all cases, we investigated the details of Mrs R's pre and post incident medical history. This allowed him to determine whether any conditions and/or injuries posed as obstacles to Mrs R's recovery, progression towards case management outcomes and rehabilitation SMART goals, as well as progressing towards her recovery potential. With this understanding, he was able to put forward a holistic approach to her rehabilitation case management.

There were additional challenges to address as statutory service provision were further reduced due to the Covid-19 pandemic, and the nation was living in times whereby possible support systems from family and friends were also inhibited due to social distancing measures. However, Mrs R was determined to regain her independence, look after her family and their home; and with her priority goals for recovery identified, we were able to select the right therapy service providers to ensure these rehabilitation goals were met.

MULTI-DISCIPLINARY APPROACH TO REHABILITATION

Mrs R's intensive rehabilitation timetable included regular sessions of functional and specific task-based Physiotherapy, Occupational Therapy and Psychology.

Throughout the thirteen months of case management, Mrs R made progress in her ability to manage her pre-existing conditions more effectively, she regained her independence in being able to manage her own personal care and was no longer confined to the downstairs area of the home. She was able to return to being the primary carer for the children, taking them to and from school and out to the park, alongside daily living tasks such as shopping and household cleaning tasks. In addition to restoration of her function, it was noticeable that Mrs R had also achieved a new level of self confidence.

The therapy teams regularly provided reports with clear clinical evidence of Mrs R's progress towards the SMART goals agreed, which also included objective data / outcome measures which was utilised to support the decision for discharging her from all treatment and case management service support.

The improvements and progression achieved throughout her rehabilitation journey are testament to Mrs R's determination and perseverance especially during difficult social times.



"Thank you for supporting me through a very difficult trauma. Kayur, of Transcend Rehabilitation, has been very supportive and efficient in coordinating my care for over a year since the accident and coordinating with all professionals involved. I have very grateful for all that has been done."

Mrs R



THE FUTURE

Mrs R is very pleased with the progress she attained and feels that she has a better understanding of how to manage her pain and pre-existing health issues going forwards.

Prior to the accident, she had taken the decision to close her business as she was finding it difficult to work in addition to her family responsibilities.

She now feels that she has regained a capacity to work in the future and has the confidence to pursue work when she is ready.



"Mrs R has made excellent progress. She has long term health conditions affecting her symptoms and level of function. She is used to managing these and has regained control to the pre-injury level. She reports feeling overall 95% recovered back to her pre-injury function. She also remains optimistic that her level function and health will improve further in the future. Whilst Mrs R does not feel ready to consider work at the moment, in the future, she would like to do something, possibly voluntary, practical but not too taxing."

Rehabilitation Provider



A message from our CEO:

“Our mission - and ultimate priority - is to return our seriously injured clients to self-sufficiency in all aspects of their daily living (including work & play) in the shortest period of time where possible, preventing the need for long-term dependency on health, social, personal care support or case management services.”

PROUD SUPPORTERS & MEMBERS OF:

