



# Your guide to serious injury compensation claims

**carpenters group**

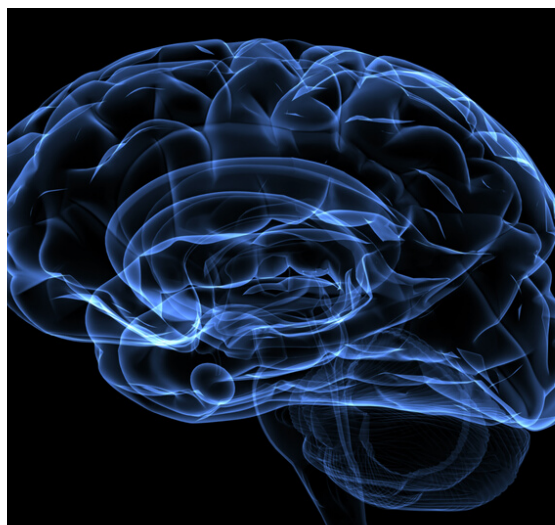
# Welcome to Carpenters Group

Life after a brain injury can be very different and you will have many questions about what the future will hold. Our role is to ensure that you receive the best rehabilitation and support so you can maximise your recovery, reach your full potential and have financial security. Your needs are our priority and you will be at the centre of the entire process.



Within this booklet, we explain the legal process so that you can understand what is happening throughout your case and answer the most commonly asked questions.

## What is a traumatic brain injury?



A traumatic brain injury (TBI) is an injury to the brain caused by a trauma to the head. There are many causes but the most common are road traffic collisions, falls and assaults. The effect of a traumatic brain injury can be very wide ranging from quite minor through to catastrophic and life changing injuries.



# Our team of specialist brain injury lawyers



Carol Hopwood

“ Everyone’s journey is different but our significant experience in this type of work will ensure that your rehabilitation is specific to your needs and goals to ensure the best outcome for you. We understand the impact that life changing injuries will have upon you and your family physically, emotionally and financially and the practical worries that you and your family will face. We will work with you to identify and deal with those worries. ”

Our team of serious injury lawyers is one of the largest in the UK. Our Lawyers are members of the Headway UK approved Solicitor Panel, the UK Acquired Brain Injury Forum, the Association of Personal Injury Lawyers and Motor Accident Solicitors Society. Our lawyers are also trustees and volunteers for local branches of Headway as well as supporting Road Peace and Brake the Road Safety Charity.



Simon Roberts



Ann Allister



Paul O'Hare

## **“The Invisible Injury”**

There are many different effects of a brain injury. Some are temporary, some are permanent. Some are obvious and some are not. It is often referred to as “the invisible injury” because often there are no obvious external indications that a person has a brain injury and this makes it hard for people to understand because they look “normal”. We can work with your family, friends and employer if needed to help them to better understand through our connections with Headway.

## **Rehabilitation, Support and reaching your full potential**

The rehabilitation process is unique to you. Our focus is always on maximising your recovery and getting you back to being the best you. We will seek to ensure that your rehabilitation requirements are identified and met early on and are delivered in an environment that best suits your needs. We will seek an early interim payment from the Defendant where appropriate to fund rehabilitation. We can also assist with welfare benefits advice.

## Experts that you are likely to see

Each case is different but in more serious cases you can expect to see some or all of the experts below. Their job is to identify the injuries you have suffered in the accident, advise on any treatment or rehabilitation that may help you recover, and give an opinion on the impact the injuries will have in all aspects of your life. With the help of our experts, we can begin to understand the level of compensation needed to ensure that all your future needs are met.

**Neurologist**

**Endocrinologist**

**Neurosurgeon**

**Ophthalmologist**

**Neuropsychiatrist**

**Neurophysiotherapist**

**Neuropsychologist**

**Orthopaedic consultant**

**Ear, nose and throat expert**

**Neurorehabilitation consultant**

**Speech and language therapist**

**Occupational therapist and  
care expert**

In addition to the experts mentioned above you will also be seeing treating experts either through the NHS or arranged by a case manager. A case manager usually has a nursing, occupational therapy or social work background and is appointed to work with you. They will recruit and coordinate your rehabilitation team, interview and recruit any support workers, liaise with your NHS doctors and ensure the correct housing and equipment needs are identified. The case manager plays a very important role in a brain injury case. Their charges are covered by the defendant insurance company.



# Guidance on some practical Issues

## Driving

You will be guided by your doctor but you must notify the DVLA if you wish to drive after a brain injury which qualifies as a notifiable injury. Each case is considered on its own merits. Often a driving assessment or even refresher lessons are recommended. We will also consider whether your car needs to be adapted to accommodate your injuries or your car needs to be changed. We will seek to include any additional costs in your claim.



## Returning to Work

Many of our clients get to the point where they think about returning to work. The case manager or a vocational rehabilitation expert can help with this transition. If you find you are not able to return to your old job, they can explore helping you back into alternative work or even voluntary work if you are able. Any loss of income, pension or perks are included in your compensation claim.

## Welfare Benefits and Insurance Policies

Some of our clients are entitled to benefits following their injuries. It is important that the correct benefits are claimed and expert assistance with this is very important. Other clients need assistance with insurance claims through permanent health policies. We will ensure that assistance is provided.



## Holidays and Travel

We know that holidays after a brain injury need careful planning to include ensuring holiday insurance is adequate and covers any equipment that you now need. That your support workers are available to assist if needed, that the airline is notified that assistance is needed, that any transfer and accommodation is suitable and in some cases that the resort is not too busy or noisy. That you have enough medication and equipment for your stay and that your medical team are happy for you to travel. Experienced case managers will guide you through this process. Any additional costs are included in your claim.

## Socialising

We understand that some people find it difficult to be in crowds or busy places or that they lose their confidence for example because their speech is difficult or they struggle to follow the thread of conversation. A good rehabilitation assessment will identify these issues and ensure that the rehabilitation plan seeks to address these issues.



## Friends and family and relationships

We understand the frustration you will feel living with an injury that is sometimes invisible. We will help signpost you to organisations such as Headway that offer invaluable support and information. There are many branches of Headway across the UK and many of those will provide information or host educational days to help family and friends better understand what it is like to live with a brain injury.

## Brain Injury Identity Card

The complexities of brain injury can make it difficult for people to ask for support when needed. Carrying the official Headway Brain Injury Identity Card gives you the confidence to know that if you need help, your needs can quickly be identified. This is useful in social situations or if you come into contact with the emergency services. The card is available to anyone over 18 with a brain injury. The Child Brain Injury Trust provide a similar card for children and young people.



## Headway Emergency Fund

Anyone who lives in the UK can apply. The purpose of the fund is to support families who face an increased financial burden following brain injury. Priority is given to families with limited funds and can help with travel for visits, outpatient appointments, emergency accommodation or other family costs. We can help you to apply for a payment out of this fund.

## Client Testimonials for Carpenters Groups Serious and Catastrophic Injury Team

““Would highly recommend, the Solicitor who dealt with my case was always on the end of the phone or quick to reply to emails, he got my case sorted as quick as he could and was always giving me the best advice” - Mr C

"My Solicitor worked tirelessly to pursue a claim for compensation for my two sons and I after an RTA killed my husband. He navigated his way round the minefield that is the legal system with professionalism and was prompt and courteous at all times. I would highly recommend". - Mr M

“The whole process was a complete learning curve for me. My solicitor had to be very patient and thorough. I would recommend this firm and I would use them again if required”. - Ms G

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