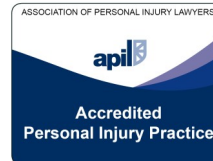


# Our awards and accreditations



Winners of the Spinal Injuries Association Torch Trophy 2019



## Our serious injury solicitors help clients and families across the country.

Our offices are based in Cheadle, Manchester City Centre, Bury St. Edmunds, Cambridge, Oxford and Sunderland, and we work with client and families across the UK and beyond.

### Cheadle (Registered Office)

Oakwater House  
4 Oakwater Avenue  
Cheadle Royal Business Park  
Cheadle - Cheshire  
SK8 3SR

Tel: 0800 612 8196

Email: [advice@cfglaw.co.uk](mailto:advice@cfglaw.co.uk)

CFG  
Law  
part of the client first group

## Our Client Support Managers

*Helping those affected by injury - together*

# Our Client Support Managers

At CFG Law, we understand the life-changing effect a serious injury can have on our clients and their families. As part of our commitment to early intervention, support and access to rehabilitation, we offer the opportunity for clients and their families to receive specialist support at the earliest stage from our dedicated Client Support Managers.

Our Client Support Managers (CSMs) work alongside the wider team working on your compensation claim. They are highly experienced healthcare professionals who provide practical support and insight into your and your family's needs. They work as part of a multidisciplinary team to ensure the best possible support for you and your family at all times.

A Client Support Manager can be introduced to you and your family at the outset of your case to start helping to address any issues you may be facing, as well as being involved throughout the process. They can also begin working with you later down the line as any problems or issues arise.

We also have an early fund that can be used in some circumstances for immediate intervention for support and rehabilitation, before interim payments from the Defendant insurers.

*"It's been a very traumatic time for me and my family and we have found the team to be very supportive and attentive."*



# Support from our Client Support Managers



## Physical

Our Client Support Managers have expert clinical experience and can be involved as part of your team from the start. They can provide well-informed guidance on available support and treatment options, helping you and your family to make the right decisions for you, as well as plugging any gaps in the information provided by the treating team.

Your Client Support Manager can also liaise with your treating team to help with discharge to suitable accommodation, including arranging and facilitating care packages and sourcing aids and equipment to improve your function and independence.

They work in collaboration with health and social care, as well as charities to ensure everyone pulls together to enable you to achieve your best possible outcome and lead a fulfilled life.



## Emotional

Sustaining a serious injury inevitably has a significant psychological, as well as a physical impact on you and your family.

We understand that it is important that all psychological and emotional factors are given as much attention as any physical injury to achieve the best outcomes.

That is why our Client Support Managers will listen carefully to you and your family to identify any possible underlying psychological barriers and emotional needs and ensure they are addressed as part of your support plan.

Our Client Support Managers also support families who have been affected by bereavement, ensuring emotional support is in place.

*“When serious injury turns your world upside down, we pull together with you and your family to get your lives back on track.”*



*“Brilliant from day one...the whole team has supported our family through every single step of this difficult situation.”*



*"We work closely with you and your family throughout your case, ensuring you achieve your best outcome and can go on to lead a fulfilled life."*

## How our CSMs help

Our Client Support Managers can advise and provide support across many different areas, but some of the key things they are involved in include:



Discharge planning and identifying appropriate accommodation



Support within the community once you are home



Psychological support and arranging counselling



Liaising with healthcare professionals on your behalf



Attending Multi-Disciplinary Team meetings to assist with planning



Wellbeing reviews for you and your whole family



Support for family members and carers



Explore grants and funding options available to you



# Caroline Trinder



Caroline is our Client Support Lead and is a highly experienced senior nurse, having qualified as a Registered General Nurse in 1987. With a strong background in nursing and having also worked as a Case Manager, Caroline's role at CFG Law is to assess the needs of our clients who have sustained life-changing injuries and coordinate support services for them and their families.

Caroline has worked as a Ward Sister, and Ward Manager in various hospitals whilst caring for patients with complex injuries, brain, spinal and orthopaedic injuries.

Caroline has worked within the medico-legal arena for over 18 years and remains passionate to support clients and their families with early intervention and support with their rehabilitation following the effects of serious injuries.

A significant part of Caroline's role is to ensure support

is put in place as quickly as possible. Caroline regularly liaises with NHS consultants, multidisciplinary teams, social services, housing departments, local authorities,

education authorities and charities to ensure all-round support is in place. Caroline can assist clients by communicating closely with NHS teams to assist with discharge planning from the hospital.

As well as supporting clients, Caroline is actively involved in developing our Client First Service, ensuring high standards of client care and a key focus on treatment and rehabilitation at the earliest possible time.



# Viola Tosh

Viola is a Client Support Manager at CFG Law and has extensive experience working as a registered Social Worker. Viola qualified as a Social Worker in 2012 and has worked in a variety of teams and roles bringing extensive knowledge and skills.

Viola has worked within NHS hospitals, integrated disability teams, community review teams and multi-disciplinary teams, often liaising with Rehabilitation Consultants, Occupation Therapists, Physiotherapists, Dieticians, Rehabilitation Coordinators and the wider treating team to assist with the care planning process.

Viola has experience working in a Neurological Complex Rehabilitation Unit, providing support for people following a brain injury and other neurological conditions.

Viola is skilled at undertaking strengths-based assessments to identify care and support needs and sourcing resources based on the client's individual needs and desired outcomes. She has worked with a spectrum of clients with complex cognitive, emotional, behavioural, physical and social needs.

*"Just hearing a friendly voice at the end of the phone made me feel ok about my accident."*



Proactive in addressing issues and identifying potential solutions.



Communicating with clients, families and members of the health and social care teams to optimise outcomes.



Approachable and friendly, ensuring clients are at ease in her company.

## Gillian Webber



Gillian is a Client Support Manager at CFG Law and joined the team in 2021. With extensive experience working as an Occupational Therapist, Gillian has worked in a number of roles supporting people after catastrophic, life-changing injuries. This includes adults, children and young people who have suffered brain injury, spinal injury, amputation, complex orthopaedic injuries, poly trauma and psychological injury.

Gillian has worked closely alongside many different professionals and agencies in social care, health and educational settings. At the forefront of Gillian's work is developing services and programmes for injured people to ensure they have the help and support for their individual needs at the most appropriate time.

At CFG Law, Gillian's role is to support clients and their families from day one. Working alongside our solicitors,

Gillian helps assess clients' needs to access early funding for treatment and rehabilitation. Gillian also assists in signposting families and liaising with local health and social care services to immediately ensure that support is put in place, often before any funding is available through their claim. To achieve this, Gillian also works proactively and collaboratively with many charities and voluntary groups.