



**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 yours 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.

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

E. Spacey



# Support from our CSMs



## 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.



*"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." J. Graham*



*"We work closely with you and your family throughout your case, ensure 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

# Marloes Molinger

Marloes has over 19 years' clinical experience as an Occupational Therapist, working with adults who have various neurological conditions. She currently works as a clinical specialist Occupational Therapist for Cheshire & Wirral Partnership Trust alongside her role as a Client Support Manager at CFG Law, which allows her to support our clients working together with other healthcare professionals, local services and charities.

Marloes has expert knowledge and skills in neurological rehabilitation, specifically with clients who have lost function and independence due to neurological injury or illness such as Traumatic Brain Injuries, strokes and long-term neurological conditions.

In order to identify the most suitable treatment techniques for each individual, Marloes is proficient in carrying out in-depth holistic assessments to be able to set treatment plans and goals tailored to clients' needs.

Marloes has particular strengths in empowering clients and encouraging them to improve their overall independence and achieve their full potential.



***"An incredible support  
for our whole family  
after my father's  
accident, right from the  
very first meeting."***  
S. Dahl





*Determination to use a therapeutic approach to empower clients to achieve their goals.*



*Ability to complete a neurological assessment to identify client specific goals.*



*Excellent communication skills to manage complex situations and liaise with a range of people and services.*



*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.*

# Natalie Johnson



Natalie is a Physiotherapist with experience in working within both the NHS and private healthcare. Having largely worked within inpatient hospitals settings, Natalie has extensive knowledge, skills and experience of providing physical rehabilitation to patients after orthopaedic surgery, neurological injury or illness, general surgery, general medicine and oncology.

The nature of Natalie's clinical work has required significant involvement in patient discharge planning from hospital to home, or another community setting. This involves regular communication with relevant community services to ensure appropriate ongoing physical rehabilitation input to maximise someone's optimal ability.

Natalie sees communication as an integral part of her role, listening to clients wants, needs and concerns and providing appropriate advice and education, whilst signposting the client and their families in the right direction.

Natalie has also acted as a Case Manager for people who have experienced serious injuries, including brain, spinal cord and multiple fractures. Through her experience in this role, she is able to assess and identify client's health, equipment and social care requirements, making clinically justified recommendations to funding parties based on her findings. This can include adaptations to housing, mobility aids, physiotherapy, speech and language therapy, occupational therapy, care, transport issues and benefits advice.

# Our accreditations and memberships

- ◆ Recommended by the Legal 500 as leading personal injury solicitors.
- ◆ Accredited members of Headway's (the brain injury association) Head Injury Solicitors Directory.
- ◆ Members of the BASIC Legal Panel (the Brain and Spinal Injury Centre).
- ◆ Accredited by the Law Society for personal injury.
- ◆ Listed in the Spinal Injuries Association (SIA) Solicitors Directory of Personal Injury Solicitors with expertise in serious spinal cord injury cases.
- ◆ Accredited Personal Injury Practice with APIL (the Association of Personal Injury Lawyers).
- ◆ Members of the RoadPeace Legal Panel helping those seriously injured or bereaved after a road collision.



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