



minster | law
MOVE FORWARD

SUPPORTING YOU THROUGH SERIOUS INJURY



2024



WELCOME TO MINSTER LAW

The Serious Injury Team at Minster Law are legal experts in supporting clients with catastrophic injuries.

▶ Our goal is to work with you to restore your quality of life, whatever that means to you as an individual.



The team is experienced in dealing with the most serious injuries, whether those injuries are sustained by an adult or by a child, including:

- ▶ **Spinal cord injury**
- ▶ **Traumatic brain injury**
- ▶ **Other neurological injuries, for example brachial plexus injuries**
- ▶ **Amputations**

These types of injuries are life changing, and we understand that. We work holistically with you and your loved ones to support you to rebuild a meaningful life. When we first speak with you or your loved one about what has happened to you, we use that information to match you to a legal expert. Your legal expert will be most suited to work with you given their individual experience and expertise and including, where possible, someone based close to your home. We can visit you wherever you are, whether that is still in hospital, in a rehabilitation centre, or at home. Building connections and strong relationships with you and your loved ones is of key importance to us, given serious injury litigation may take several years to fully explore and resolve in your best interests. We will ensure you feel fully supported and reassured throughout the legal process.

YOUR CLAIM JOURNEY

There are a huge number of both immediate priorities, and future unknowns, when you are seriously injured.

The basic principle of a legal claim is to return you to the position you would have been in had the injury not happened, as far as access to funds and services can do so. Our role as expert lawyers is to help identify and implement what will help you both immediately, and to consider and provide for your long-term future.

1

Investigating your accident

Investigating your accident and proving who is at fault, is an important first step in your claims journey. Based on your instructions and the witness statements from the time of your accident, we will, together with the appropriate experts, visit the site and consider what has happened. The aim is to tie up any loose ends at the beginning of the process so we can get the admission of liability for you and therefore the ability to proceed with your case quicker.

2

Rehabilitation and case managers

We will secure you rehabilitation and medical treatment, including working with a bespoke chosen case manager who will support you on a day-to-day basis. You may need tailored input from specialist therapists, for example, neuropsychologists, clinical psychologists, physiotherapists, occupational therapists, speech and language, and music and art therapy. You may require prosthetics, assistive technology or aids and equipment to help restore your independence.

You may need day-to-day support around your home, assistance with personal care, help to get around outside your home and into your local community, or an extra pair of hands with childcare and other caring responsibilities. In some cases, care support is not needed straight away, but may be needed in future if your injury means your health and independence is likely to worsen or become more complicated as time goes on.

3

Financial Support

We understand that the early stages following a serious injury can be overwhelming and know that financial concerns can play a part in the worry both you and your family will be feeling. We work with trusted firms of specialist financial advisers who can provide you with financial planning and investment advice in relation to settlements following life-changing injuries. This includes:

- ▶ A full benefits and welfare assessment
- ▶ A full financial planning service
- ▶ Personal injury trusts
- ▶ Post-settlement support

4

Your Home

Often our clients struggle to return to their home because of the impact of their injuries. You may need a short-term rental accommodation while your home is adapted to meet your needs, or in some cases, to find a new and more suitable home.

5

Taking your case to court

Whilst most civil cases settle before a trial through negotiation, a very small percentage do not.

If your case is one which does have to go to court, be assured Minster Law won't have allowed it to progress unless they had confidence in the evidence, your case and you. The main reason a case will go to trial is because either liability or a reasonable settlement for you and your claim has been unable to be reached. Proceedings are issued so a court can resolve those outstanding issues.



MINSTER LAW LEAVES NO CLIENT BEHIND

We believe access to justice is a right for all, rather than a luxury for the few, and acknowledge that getting access to justice can sometimes be challenging.

▶ That's why we are an active member ACSO, the Association of Consumer Support Organisations (ACSO) who were established to represent the interests of consumers within the civil justice system. Within ACSO, we are part of the Vulnerable Road Users Group (VRUG), a working party created to represent the needs

of pedestrians, motorcyclists, and cyclists. The group lobbies to ministers to ensure access to justice is available to all.

We also work alongside several charities and support groups who can further support our clients in a time of need.

sia spinal
injuries
association

SIA is the expert guiding voice for life after spinal cord injury. For fifty years, SIA have been the UK's national association for people with spinal cord injury, their families, professionals and organisations in the SCI community. We're proud to be a business member of the SIA and to be part of the network they are building to support people with spinal cord injury.



SURF is a charity that raises money to benefit the patients on the spinal unit at the Yorkshire Regional Spinal Injuries Centre located in Pinderfields hospital. The centre is one of only 11 specialist spinal injuries centres within the UK. The state of the art, purpose-built unit has dedicated rehabilitation and therapy facilities with a multidisciplinary team that works closely with patients and their families or carers to undertake rehabilitation.



STEVE'S STORY:

Getting back to life after a serious injury

▶ My name is Steve and in January 2022, aged 57, I was riding on my Vespa scooter when I was involved in a road traffic collision with an oncoming vehicle. The impact was taken to my right side. I remember lying on my back and not being able to see my right foot. It transpired that I'd sustained several serious injuries, most notably a partial traumatic amputation of my right leg below the knee. I was airlifted to hospital where I stayed for just under a month.



Minster Law and my case manager also collaborated brilliantly to ensure that my home has been fully adapted to meet my new needs.

Through the legal cover on my scooter insurance, I had access to Minster Law, a specialist legal firm who helped me massively both straight after my accident and over the subsequent two years. The first thing Minster Law was able to do was obtain an admission of liability from the defendant and agree an interim payment to assist with the many immediately required purchases to support me.

Riding my scooter and being involved in the scooting scene has been a huge part of my life since I was 17. I would attend regular scooter rallies and discos where I loved to dance to Northern Soul. I'm a big rugby fan too; my wife Gail and I are season ticket holders at Gloucester Rugby and I was involved as a rugby coach for my sons' teams as well as a referee for local teams. One of my first worries after I lost my leg was that I would not be able to dance anymore and that I'd never referee rugby again.

Gail and I loved walking and exploring new places; we had planned to go on a cruise in spring 2022, but because of the accident, that had to be postponed. Travelling is very important to both of us. We'd already visited many different places including China, India, and Kenya and it was very important to me that we would be able to continue these travels despite my loss.

Minster Law has expertly guided me through the legal process over the past two years. From the very beginning, the attention I've received from them has been exceptional. Working collaboratively with my case



manager, Minster Law got me access to the right sort of high-quality rehabilitation I needed. After such a devastating accident, it really mattered to me that I got back to a life I wanted; one that worked for me. As a result, and after various trials, I now have bespoke prosthetic limbs for different parts of my life. Along with an "every day" leg, I've a leg for dancing, a Sports Blade (to aid my return to refereeing) and a water-proof leg for swimming and being on the beach. I can exercise, explore, walk, and dance again!

Gail and I married in September 2023. We had a wonderful day and earlier this year we embarked on a month-long honeymoon cruise in Australia and New Zealand. It was awesome.

We are planning another cruise around Japan and southeast Asia for my 60th birthday next year and we have a bucket list that I now feel we will be able to achieve.

The Great Western Air Ambulance Charity attended to me at the scene of the accident. I am proud that Gail and I continue to support this amazing charity, through volunteering and raising funds, to thank them for their service and their part in my journey.

From the very beginning, the attention I received from Stacy Clements, my solicitor at Minster Law, and her team, Ebony Tate, and Charley Griffiths, has been exceptional. They and the whole team at Minster Law have excelled, providing timely communication and guidance, practical (and occasionally, moral) support and first-class representation. I can't recommend them highly enough.

Our specialist associate solicitor, who acted for Steve said: *"Steve has been fantastic to work with. His energy, spirit and positivity are boundless, and I have no doubt he will continue to make the very most of the new life he has rebuilt for himself and his family. He has been through a truly horrific experience, and he has responded with strength, grace, and pragmatism. It has been a privilege to represent him."*

By working collaboratively with the defendant insurer, we invested in rehabilitation, funded extensive adaptations to his home, and supported Steve every step of the way. We were able to agree settlement in an efficient timeframe, meaning Steve was able to conclude his legal claim as soon as possible, and focus on his life again."

DON'T JUST TAKE OUR WORD FOR IT

Read what some of our seriously injured clients have to say:

"I hope I never get in another accident again, but if I do hopefully Minster Law will be there to help again."

"David, I really cannot express my gratitude enough to you. I have enjoyed your company, advice, and guidance. If Minster Law's policy is to employ people like you and your team I am sure Minster Law will go from strength to strength."

"It's been a pleasure, and in the politest way possible I hope our paths do not cross again, but if (I) found myself in a similar situation, I will be knocking on your door again."

Biker turned long-time friend following Minster Law's unwavering support



Norfolk resident Graham Butcher was riding his motorcycle when he was hit by another motorist who failed to see him.

Graham's accident, in which a large agricultural machine turned into the path of his motorcycle, impacted his life significantly and led to his early retirement from the police force. He sustained painful injuries including

complex fractures to his left foot and ankle as well as knee damage that required surgery. In addition, his left shoulder was fractured, he sustained bruising to his lungs and was left with numerous cuts and bruises that caused scarring. Although rehabilitation was considered, Graham was unable to regain the health and fitness required for his role as a police officer.

How Did Minster Law support Graham?

"Minster Law provided much more support and advice than I would ever have expected. I genuinely thought throughout that they were interested in me as a person and my personal recovery rather than just quick settlement of an insurance claim.

They provided the obvious provisional advice around the claim, but also arranged specialist work around the accident and medical reports, as well as going further and arranging support for my injuries and recovery. For example, they arranged for me to receive advice following my recovery on how to move on, coping with my restrictions and future work and careers. Throughout all of this Minster Law were always available at the end of the phone or email to answer any questions I had or explain anything I didn't understand. They were in constant contact providing

Graham Butcher went on to spearhead our 'Can You See Me Now?' biker awareness campaign – and underwent six hours of studio-based painting to create the illusion of invisibility.

me with updates, so I was never left wondering what was happening and the service they provided always felt personal to me as well as being ultimately professional..

Even six years after my accident, I am still in regular contact with a couple of the team members at Minster Law who were involved in my case; all of whom went above and beyond what was expected or required of them."

Graham Butcher

80-year-old supported with care and house remodelling to help regain some independence following life changing injuries

▶ **Mary commented:** *"Thank you for all of your hard work, it feels such a relief that the case has now settled, and I can move on."*

Mary was a very active 80-year-old, she had a busy social life, and had a part time job that she regularly walked to. She also supported her son on his farm, regularly baking and joining the events which were held there. Unfortunately, that changed in 2020 when Mary was involved in a road traffic accident. Mary sustained life changing injuries. Her injuries were extensive and included multiple rib fractures, multiple internal injuries, L4 burst fracture, distal femur fracture, open tibia and fibula fracture, open foot fracture, soft tissue injury to the knee, right neck of femur fracture, right patella fracture, left pneumothorax, and fractured coccyx.

Mary was air lifted to hospital where she had multiple surgeries, remaining in hospital for several months whilst she recovered. As her accident happened during the Covid pandemic, it was difficult for Mary's family to visit her, which took its toll on her and her extended family.

An experienced case manager was instructed at an early stage, and a multidisciplinary team put in place to support Mary's rehabilitation. The case manager arranged for Mary to have 24-hour care when she was eventually discharged from hospital. As a result of the injuries that Mary sustained her home needed modifying. When Mary was discharged, she was supplied with a hospital bed, which was positioned in Mary's front room, the carer was able to sleep in the spare room. Mary's bathroom wasn't suitable for her anymore, as she was now wheelchair dependent, the original layout of the bathroom was not accessible. Joanne secured an interim payment for Mary, which was used to remodel the bathroom to support Mary through her rehabilitation and recovery, but also for her ongoing future needs.

A mobility scooter was purchased which enabled Mary to access the community, and an outdoor storage area was constructed for it. Mary was seen privately in relation to orthotics and several pairs were subsequently purchased.



Mary's mobility eventually began to improve and whilst she no longer required 24-hour care, she did require ongoing care and assistance at various stages throughout the day.

A care package was arranged whereby carers would attend Mary's property 4 times a day and provide care and assistance to her.

Through the case manager and Joanne, Mary also had the benefit of an occupational therapist, and physiotherapist. Mary was seen on a regular basis by the physiotherapist and continues to receive regular input.

Our team met Mary and her family on a regular basis, remotely to ensure swift progress of her case. They worked relentlessly to secure a settlement to cover Mary's care and rehabilitation costs for the rest of her life as well as ensuring the funds were in place to purchase the aids and adaptations that she would require. Mary received £450,000 by way of settlement.

▶ Our Associate Solicitor said: *"This was a complex case because of the injuries that Mary sustained. Implementing high quality rehabilitation at an early stage and Mary's determination were key to her recovery from very serious injuries. I am pleased that settlement was achieved so quickly for Mary so that she can move on and enjoy her life with the support she needs."*

MUM SECURES SUBSTANTIAL REHABILITATION FOLLOWING HEAD ON COLLISION.

Jane was driving home from work one day to collect her daughter from school when a car travelling in the opposite direction, at 80mph in a 30mph zone, hit her head-on while trying to overtake another car. Jane's car was knocked off the road and landed on its roof.

Jane was admitted to hospital where she remained for a month recovering from fractures to both legs, her right elbow as well as a torn aorta and internal injuries to her kidneys and spleen. She had no memory of the accident or of being airlifted from the scene. To make matters worse, her partner and daughter could not visit her due to Covid restrictions in place at the time.

The catastrophic injury team was instructed within two days of the accident and immediately prioritised

a rehabilitation plan for Jane to give her the best chance of a full recovery. The team also managed to secure an admission of liability from the other side's insurer.

Due to the severity of her lower limb injuries, Jane was bed bound for six months. Our team was able to secure professional carers who attended to Jane's care needs four times a day. We were also able to secure a programme of rehabilitative treatment – both physical and mental – to aid Jane's recovery.

In addition to helping with her recovery, we secured interim payments to give Jane financial piece of mind while she was unable to work.

We obtained multiple medical reports from specialist experts and, as a result, negotiated a settlement of more than £400,000 for Jane.

▶ Our specialist catastrophic injury solicitor, who acted for Jane said:

"Jane suffered absolutely life-changing injuries through no fault of her own. Despite this, and some tough times, she was always able to raise a smile and a laugh. She has been an absolute joy to work for. The significant amount of compensation we were able to secure is obviously important for Jane's future but equally important was the early rehabilitation that we were able to put in place to give her the best chance of recovering and ease the pressure on her family."

On settlement of the claim, Jane said, 'Following a car accident in January 2021, our lives were completely turned upside down. It was only within a few days that my car insurance company suggested Minster Law and we requested their help.'

They have always kept us updated on what would happen next and managed our expectations. They were always very quick to return calls or respond to emails when we had any queries or requests.

I spent over a month in hospital and was then allowed home but had to remain bed bound for quite some months. But during this time Minster Law did everything they could to help put things into place to assist with my rehabilitation. Essentially, they obtained funding for a private physio, who worked closely with my NHS physios and got me back walking again. This was a huge deal for me and my family.

Phil worked extremely hard on my case, things took some time, but this was down to the opposite side. I have seen some top specialists which I am very grateful for. I appreciate my case was a lot of hard work, but everything was thoroughly covered, including some things I hadn't thought about. Phil managed to get everything sorted and negotiated a good settlement for me in a good time.'



FOR MORE INFORMATION

**If you have any queries
or would like any advice,
please contact us on**

▶ 01904 663 229.

**Alternatively, please
see our website
www.minsterlaw.co.uk
for more information.**

