

Exceptional client service every time

**What Injury Lawyers need from Case
Managers – Expectation v Reality**

Sharon Allison and Natalie Cosgrove



- Role of the Case Manager (CM) (NC)
- Key tasks for CM's (NC)
- What do injury lawyers need from CM's? (SJA)
- Challenges for CM's (SJA)
- How CM's can support Injury Lawyers? (SJA)
- Benefits of collaboration (NC)
- Conclusion (SJA)
- Q and A.

- Identify that you are the right 'fit' for that client and family
- Provide oversight and identify key needs of the client
- Support the family to transition into a professional care package
- Be the link between the family, lawyers and services
- Support carers in their role
- Provide realistic overviews of clients needs and identify any issues as they arise
- Report back to lawyers with issues.

- Set up a proper reporting system for the care provided (including proper care diaries – evidence gathering potential should not be overlooked)
- Set up proper employment practices especially where family carers move into a paid role/manage expectations of that role
- Firebreak any issues that arise in that system
- Identify gaps in care/needs that need to be addressed
- Arrange MDT's including lawyers (*and sometimes experts) to consider the care:
Hadley v. Przybylo [2024] EWCA Civ 250
- Report to lawyers when what is on paper and what is reality do not match.

- Timely and accurate information
- Regular case management updates which can be disclosed
- Provision of consistent messaging with family to work alongside Lawyers and Deputy.

- Balancing caseloads
- Firefighting with often limited resources
- Managing client expectation
- Trying to mould private provision around what statutory services can provide.

- Manage the client's expectations in line with realistic recovery
- Have regular dialogue with the lawyer to know what the topical issues are with experts (sometimes the evidence needed comes from you)
- Ask to be included in case conferences (if you are not invited)
- Ensure contentious points are discussed over the telephone first rather than in CM report
- Be succinct in your requests – many of us get a lot of them.

- A proper costed, implemented and running care regime can be evidenced to the Court which benefits all
- Any issues in that care regime can be ironed out
- Assists lawyers in the litigation to ensure the experts are on track with what's happening in reality
- With many stakeholders, with poor collaboration, can cause overwhelm and breakdown for the family.

- Expectation v reality – we expect a lot from you and the reality is that you deliver 😊
- Please help us to manage client expectations
- The reality is that the litigation case will not deliver the totality of the client need as we perceive it, but we will do the best we can, within the confines of the process, to provide a close second.

Questions...?

If you would like more information on any of the topics discussed, please feel free to contact us through the contact details below.

Sharon.Allison@ashtonslegal.co.uk

07738 891028

Natalie.Cosgrove@ashtonslegal.co.uk

07938 601216



YOUR BUSINESS – YOUR LIFE – YOUR INJURY

www.ashtonslegal.co.uk