

Thinking Outside the Box

*A newsletter dedicated to the achievements
of Jennifer M Whittall Ltd - The Team and Clients*



Reflecting on 2021

Well the end of 2021 is in sight and I think, along with many reading this, we will be pleased to move into 2022 for a fresh start.

I would like to take this opportunity to say a huge thank you to all of our clients and staff who have been amazing through such challenging times; following guidelines and keeping up to date with information we have been cascading. We understand it has not been easy for everyone, but all of our staff and teams have gone that extra mile to keep our clients and each other safe.

Thank you.

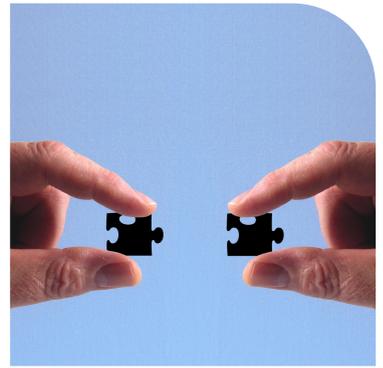
Whilst COVID and the pandemic have taken over our working days, we have had some really positive moments this year.

Jennifer M Whittall Ltd is proud to have supported 10 of our clients through to completion of their case (4 Case Management and 6 Physio Expert).

Whilst we are proud of these achievements, we are even more thrilled with the fantastic news that 3 of our clients have been invited to join the elite group of athletes for women's basketball and handcycling.

It looks like the Commonwealth Games in 2022 are going to make it an unforgettable year for those clients.





Rehabilitation Pathways

We have pleasure in working alongside many care and rehabilitation teams that have been imperative in the success of our clients' rehabilitation and would like to **extend our thanks** in particular to:

TRU - Haydock
STEPS, Sheffield
Dorset Orthopedic
Komplex Care, Telford / Jam Care, Telford
Neuro Partners
AKC
Active Assistance and Ethos, Oswestry
Access Technology / Neuro Rehab Group
Jandu Technologies
Integrate Therapy Ltd
Integrated Therapy Solutions Ltd
The Edge, Much Wenlock
Voyage, Leeds
Duke of Cornwall Spinal Injuries Centre, Salisbury
Midlands Centre for Spinal Injuries, Oswestry
Northwest Regional Spinal Injuries Centre, Southport

Enjoying breaks away

'D' who has a ABI and receives 24 hour care, was supported to take several breaks away including a 7 day holiday to Spain in the summer to a new venue unknown to him previously. He was supported to manage the change of venue from previous years and had a fantastic time, even getting behind the wheel of a speedboat, which he thoroughly enjoyed. Later he took a short break to a peaceful Lodge in Staffordshire surrounded by Deer and more recently he returned to a break that incorporates his loves of live music visiting a Warner hotel and attending an evening of live music with a fantastic 5 course meal. Inspired by this, he has since returned home and together with his music teacher, he has begun to record his own music. Well done D!

New Partnerships

Each year we welcome new referrals and the opportunity to work with new and familiar legal teams and would like to pay particular **thanks to:**

Emma Gaudern and Vickie McCoy of **EMG Solicitors**
Dawn Humphries, Neil Davies, Lucy Speed, Emma Broomfield, Natasha Gibbons, Beth Heath, Debbie Humphries at **Lanyon Bowdler**
Charlotte Foster, Varsha Chandrasegaran and team at **Stewarts Law**
Ciaran McCabe, Ffionne Davies and team at **Hugh James**
Helen Shaw, Gillian Edwards and team at **Potter Rees Dolan**
John Hulme, Jacqui Vaughan and team at **GHP Legal**
Tim Haggart, Mike Evans, Sophie Jenkins, Kay King, Nicola Saunders and team at **Red Kite Law**
Stephen Nye, Matthew Brown, Alice Reilly, Jayne Campbell, Omar Jones-Lewis and team at **Irwin Mitchell**
Julie Burn, Sue Todhunter, Rachel Lomas, Yasmin Bi, and team of **FBC Manby Bowdler**
Anna Mills Morgan and team of Mackenzie Jones
Paula Barnes and team of **LA Law**
Christine Bunting of **Hyphen Law**
David Knight of **Family Law Made Easy**
Owen Cafferty, Danielle Trubridge and team of **Slater Gordon**
Martin Hood, Emily Burns and team of **Jackson Lees**
Jonathan Dees and team of **Berlad Graham**
Jenny Malam of **Carpenters Group**

Trekking for Charity

Our very own Lisa Thacker successfully completed a 15 mile trek to raise funds for Alzheimer's Society. Starting out as a 13.1 mile half marathon trek up and over the peaks of Pen-Y-Fan and Cribyn in the Brecon Beacons, the mountain rescue team then advised a further 2 mile diversion due to a problem in the stability of the ground on the planned route. Taking just over 7 hours in total, Lisa said, "It was definitely a challenge but one for a fantastic Charity close to our hearts".

Maintaining High Standards - CQC

What does this mean to us as Case Managers? Well, it offers our clients and legal teams reassurance that we work to high standards of care and the Key Lines of Enquiry that underpin the service delivered to our clients.

CQC remains a constant in the day to day work we do and so commitment requires a considerable investment from my team to demonstrate that we fulfil all requirements. Racheal Pickford, as Joint Registered Manager, works tirelessly to support me to ensure we lead by example.

As Case Managers, we are in a unique position to already have had in place client-centered support packages, and is demonstrated through their various achievements:

- C - personalised gift company Galloway Designs (you may have seen him at the BABICM Conference in October)
- B - Woodwork
- T - Bespoke crocheted garments for Air Ambulance

Public Health Guidance - Importance of Infection Control

We are still encouraging our staff and clients to continue with maintaining safe practice and the importance of testing regularly to reduce anxieties for clients, and fellow team members.

It is vital we all continue to follow public health guidance:

- Keep a safe distance from others and where that is not possible to wear a face-covering.
- Wash your hands frequently and carry hand sanitiser when you are out.
- Keep the home well ventilated
- If we develop symptoms (high temperature, continuous cough, loss or change in taste or smell) then we must isolate immediately and take a test as soon as possible.

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>



Final words

Remember - we would like clients and staff to feel part of our team and we invite where possible, the client and their carers to visit the office either to collect their paperwork (i.e. care diaries etc) or collect PPE - so feel free to drop us a line on 01952 290353 to arrange a visit and we can put the kettle on!

Note the office will be closed from Monday 27th December 2021 until Tuesday 4th January 2022.

It would not be complete without a sincere thank you to my team of "little helpers" - you will no doubt have come across emails from Racheal Pickford, Jo Cartwright and Mandy Neill - the stalwarts of the office and without whom we could not function as we do. Thank you to you all



We then have Lisa Thacker, Stuart Saunders and Jodie Ashworth the Case Management Team working in the field with their clients to lead the rehabilitation and care packages with such detail and diligence.

As they say small is beautiful and at Jennifer M Whittall Ltd we might not be the largest of teams, but we certainly do a great job.

Thank you to everyone and a very happy christmas and fingers crossed for a great 2022.



Merry
Christmas

If you would like to contribute to the Newsletter please get in touch by calling Racheal on 01952 290353 or email racheal@jmw-ltd.co.uk