

**Day One**

Trauma  
Support

**Day One**

is different  
for everyone

**Patient handbook**  
For your recovery journey



**“We recognise that everyone’s injuries and recovery will be different. Whatever you’re facing, we can provide support and advice, or just a shoulder to lean on so that you don’t feel alone.”**



**Lucy Nickson**  
CEO, Day One  
Trauma Support

We know a traumatic accident or event can be life-changing and the journey ahead of you may be daunting. Day One is here to listen and support you, so you are not dealing with the aftermath of your major trauma on your own. We understand that as well as coming to terms with your injuries and any disabilities, you may also be worried about how your injuries will affect your ability to work, your family or loved ones, and your life more generally.

This booklet will help you understand more about the advice and support we offer to help you address the various challenges and concerns that you and your loved ones may have. You can also find out more by speaking to your ward staff about Day One’s services, visiting our website or emailing us.

**About  
Day One  
Trauma  
Support**

**dayonetrauma.org**  
**dayone@dayonetrauma.org**

# How we can help you:

- Legal advice
- Emergency fund
- Benefits advice
- Peer support

How we can help you

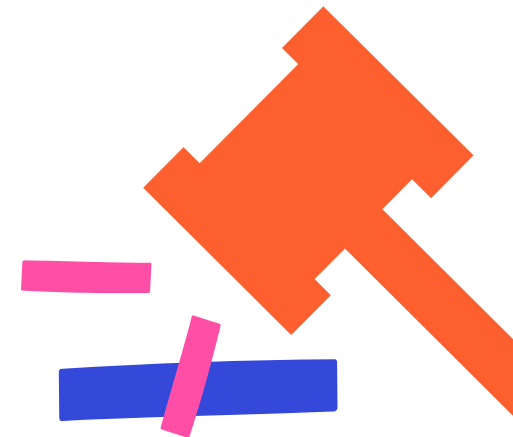
## Legal advice

After your traumatic accident you may need or want legal advice to help with any employment issues, your personal finances and to find out if you may be able to receive personal injury compensation.

Our carefully selected legal partners – Irwin Mitchell, Leigh Day and Sintons – all have a strong track record in representing clients with life-changing injuries. They will work hard to get the best possible pay-out for you, as well as helping you access immediate financial support from insurers, to help pay for rehabilitation, equipment or adaptations to your home.

Our lawyers can also help with accessing benefits, setting up Power of Attorney, and helping you take care of your financial affairs.

Initial legal advice is free, and there's no obligation to use any of our lawyers after speaking to them.



# Godbehere family's story

**When a car crash turned the Godbehere's world upside down, Day One helped them through an unimaginable time.**



**Charlie's made a remarkable recovery**

Nick and Kerry Godbehere abandoned their anniversary celebrations after hearing their children, Charlie and Emma, had been in a car accident. They were taken to the Major Trauma Centre in Leeds but tragically Nick's father, the children's Grandfather, died at the scene of the crash. It was during Charlie's four month hospital stay that Nick learned about the support we offer.

The Godbeheres received emergency funding for the clothes and shoes the children needed immediately after the crash, and longer-term help with legal advice.

“The emergency fund sounded too good to be true. Emma had been admitted to hospital without any shoes, as they'd come off in the crash, and Charlie needed adult-sized clothes because of his injuries. The money from Day One made such a huge difference.

Everyone at Day One is helpful and supportive, but they also have lots of helpful knowledge about where to go for extra help.”

**“Charlie's getting better day by day; he's gradually regaining the strength in his legs and stomach and can now almost stand up straight. He'll never have a proper six pack, as he's lost two of those muscles, but he's made a remarkable recovery.”**

**“Clinicians like me do all we can to help you heal physically from the impact of your major traumatic injury, but Day One can provide you with the additional practical and emotional support that will help you to rebuild your life and look forward to your future.”**

**Professor  
Peter Giannoudis**  
Founder and  
President,  
Day One  
Trauma Support



How we can help you

# Emergency fund

Our emergency fund is available to families and loved ones to help cover any costs incurred during their relatives' stay in hospital (up to £250). These might include taxi fares, parking charges, or accommodation costs if loved ones are staying near the hospital during your stay. There may be other unforeseen costs too – such as clothes, food and toiletries – which can feel like an additional burden at an already difficult time.

The emergency fund can also help pay for the cost of any equipment you may need when you are discharged from hospital, for example if you need mobility aids that are not readily available through the NHS.

“Day One paid for a hotel room near the hospital for a few nights. I was so grateful for this help.”

**Liza Kennedy**  
Mother of a patient supported by Day One

How we can help you

# Benefits advice

People often worry about the financial impact of major traumatic injury, particularly if they are unable to work, either temporarily or longer term. We can put you in touch with trained welfare benefits advisors, who provide advice at your bedside or speak to family and loved ones in hospital or over the phone.

Our advisors can provide advice on:

- › Benefits eligibility
- › Universal Credit
- › Sickness and disability benefits
- › Jobseekers Allowance
- › Employment rights

They will also link you to any available services in the local area which may be able to help you manage debt, address housing issues, or to apply for grants to support your onward journey.



# Andrew's story

**Sheer determination, peer support and not being beaten by a pair of socks were all pivotal moments in Andrew's recovery journey.**

Following a serious leg fracture at a bike park in Wales, Andrew Ramskill was air lifted to the Major Trauma Centre in Leeds for surgery. When he was discharged, he was still in a lot of pain and needed help to do everyday tasks, such as getting dressed. Initially Andrew struggled to make sense of what had happened to him and found it difficult adjusting to being cared for, but following a call with us, he was matched with a Peer Supporter who'd suffered similar injuries.



“My Peer Supporter, Scott, helped me change my mindset and realise that there is a life after major traumatic injury. He gave me the determination to get my independence back.

I knew that meant putting the hard work in – exercising every day to lessen the pain and to build my muscles back up. The biggest milestone for me was being able to get my socks on myself.

When you're in hospital, you're in the hands of the consultants, but once you get home you feel vulnerable. The words of someone who really 'gets' what you're going through can make such a big difference.”

“I was able to ask my Peer Supporter how he coped with such a life changing accident – how he got through it – and take comfort from that.”

How we can help you

# Peer support

Being able to speak to somebody who has experienced a traumatic injury themselves can help you to deal with the impact of your injuries and what has happened to you.

Our team of volunteer Peer Supporters have experienced major trauma themselves. They are here to answer questions about what to expect during your treatment and recovery, and listen to you talk about the things that may be worrying you.

Above all, our caring and committed Peer Supporters are available to give you hope and help you feel less lonely and better supported as you navigate your recovery journey.

All our volunteers are carefully selected, trained and supported to deliver this service. Where possible, we try to match you with a Peer Supporter who has experienced a similar accident or injury to you.

You can be put in touch with a Peer Supporter whilst still in hospital or after being discharged. Speak to your Day One caseworker for more information, or apply through the self-referral form on our website. There is no time-limit for getting in touch after your accident.

## Supporting them, so they can support you: Counselling for family members & loved ones.

When you have a major traumatic accident or event, it not only affects your life but has implications for the people who you live with and who love you.

Your partner or spouse may have taken on additional responsibilities around your home. You may no longer be able to do the things you did before you were injured, or you may need to make adjustments until you are further along your recovery journey. Everyone will have different emotions that they are dealing with. Counselling can help those closest to you work through those emotions and anxieties, ensuring they too feel supported.

Care First provides professional counselling support from clinically trained experts. Family members and loved ones referred by Day One can make a phone call to the Care First line anytime, day or night, and speak with a counsellor who will ensure their immediate needs are met. The counsellor will also identify those who may benefit from a series of structured sessions, (either face to face or over the phone) to help cope with the impact of major trauma.





## What's next?

We're here for the good days (and the bad). To find out more about how we can help you and your loved ones, just get in touch.

**dayonetrauma.org**  
**dayone@dayonetrauma.org**



@dayonetrauma

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**Company number** 13155922

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