

# Knee ligament injury as a result of falling from scaffolding

On 27 January 2011, a 19 year old scaffolder who was going about his job fell 6 metres from a ladder landing on his right leg. As a result of the accident an ambulance was called and the employee was admitted to hospital with a suspected fracture.



## Rehabilitation

- The employee had been unable to return to work since the accident and was referred to an independent rehabilitation provider that delivers QBE's minor injury management rehabilitation service on 24 March. The employee was the son of the insured's financial director so the insured were keen to see him fit and back to work as soon as able.
- An initial telephonic assessment was carried out on 19 April after there was some initial difficulties contacting the injured employee. The injured employee provided his consent for the rehabilitation provider's involvement, the initial assessment helped the provider determine what involvement was required to facilitate a timely recovery and a return to work.

## Key facts

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|---|--------|
| Total cost of rehabilitation  | £690   |
| Quicker Return to Work in days  | 92     |
| Savings on daily absence costs (relating purely to injured employee's wage) £14,250 | £4,615 |



*"At the time of case closure the injured party reported he was extremely happy to be back at work and felt that his employers had been highly supportive of his recovery."*

*The Employers comments on the service*

### The case manager

- The case manager determined through liaison with the insured that the injured employee's duties required him to have full function in his knee and that there was no scope at that time for him to return on alternative or modified duties. At the time of the initial assessment it was also determined that the Injured Party (IP) had not fractured his knee, an MRI established that he had ruptured his ACL ligament and he was under the care of an Orthopaedic Surgeon. He had undergone a course of physiotherapy previously but this had not helped. The IP had been given a surgery date via the NHS for 20 May 2011 so there was no need to expedite this appointment privately given its timely provision.
- The case manager monitored the IP's progress, providing regular injury advice and guidance to maximise his recovery. They also kept his employer informed of developments and advice as regards to estimated return to work timeframes.
- Post surgery the IP was receiving physiotherapy provision via the NHS. The case manager liaised with the IP's GP to secure the IP's full medical records. The case manager worked with both the treating physiotherapist and the IP's GP to determine and confirm when he was fit to return to work.
- Initially the employee was anxious about returning to work back to pre-injury duties. The case manager liaised with the employer and despite initial information a graded return to work programme was

agreed. The IP commenced his graded return to work programme on 9 November. The programme allowed the IP to gradually increase his hours, his exercise tolerance and his confidence in scaffolding maintenance before returning to his pre-injury role.

### Results

- The result of early rehabilitation intervention meant that the injured employee was facilitated back to work 286 days post accident, inclusive of the lag time between date of accident to date of referral to the rehabilitation provider. The intervention of rehabilitation meant that the IP returned to work 92 days quicker than expected.
- No private treatment was engaged by the rehabilitation provider as it was not required but it could have been used if required. The case manager effectively managed the medical information to ensure the IP returned to work as soon as possible but also that this return to work was supported by his GP and that it was safe and sustainable.
- The injured party made a full recovery following his injury and felt fully supported by his employer and the rehabilitation provider.
- The employee felt his employer really cared about his health given they instructed an independent rehabilitation provider to assist him to return to pre-injury health.

### Further information

If you would like any further information or advice on our rehabilitation service please contact the QBE Rehabilitation Team on +44 (0)20 7105 4000.

For more information on QBE visit:

[www.QBEurope.com/rehabilitation](http://www.QBEurope.com/rehabilitation) or contact your broker.

### QBE Insurance Group

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