

Injured right ankle after alighting works vehicle

A 39 year old man (a driver) slipped whilst alighting his vehicle on 24 June 2011, injuring his right ankle. His employer referred him directly into QBE's minor injury management service for rehabilitation – just 5 days post accident.



Rehabilitation

- He attended hospital and was given analgesia and crutches to assist with walking. No bony injury was noted, however he was unable to weight bear, experienced significant pain in the ankle and swelling/bruising was evident.
- He was unable to drive which impacted on his ability to work – his pre-injury role required him to exit from a vehicle cab approximately 20 times a day, walk and weight bear continuously throughout the day and at times negotiate uneven surfaces.
- As a result of the accident he was unable to complete any of these tasks.

The case manager

- Monitored his recovery following his GP's advice to rest and take analgesia. When limited improvement was made, he was referred to physiotherapy, having 7 treatments.
- Ensured the physiotherapist provided advice and education, as well as a home exercise programme. As a result, his pain and swelling reduced, and he was able to return to normal gait patterns, without the aid of a crutch.
- Agreed a phased return to work programme, commencing on 12 September 2011.
- Continued to offer recovery advice, support and injury education when he reported on-going difficulties at work. This support enabled gradual improvement in his work related functional capacity without further time off work.



- Following an aggravation of his injury on 11 November 2011 (a further 3 days absence resulted) further support was provided.
- Informed all parties of the outcome and were again advised of the timeframes for a full recovery.

Key facts

Estimated RTW duration without rehabilitation	13 January 2012
RTW duration with rehabilitation	17 October 2011 (full PIDs)
Total Rehab costs	£730
Days saved	85
Insured absence cost savings	£19,890
EL Claim	None received to date
Potential Claim Value	£12,600
Claims Saving	£2,500 - £3,000

Results

- He returned to work on 12 September 2011, back on full duties by 17 October - 3 months sooner than if rehabilitation had not intervened. Despite on-going symptoms and the nature of his work both he and his employers were supported which enabled a sustained return to pre-injury duties.
- The injured party was educated about his injury and timeframes for a full recovery.
- The injured party was provided with a home exercise programme to help him achieve a full recovery from his ankle injury within 12 months, becoming independent in his ability to self manage his condition post accident.

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 or contact your broker.

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