Client Scenarios

1. A client, Bruno has been to see you for advice today. He was driving home from work, and during his journey, another driver pulled out on him on a roundabout, crashing into him, making Bruno hit into a road sign. As he was on a roundabout, Bruno was driving under the speed limit, but was not wearing a seatbelt. The other driver, Bruce, was on an informal driving lesson at the time, with his friend.

As a result of the accident, Bruno’s car was damaged severely, Bruno suffered a broken arm and he is now afraid to drive.

1. A client, Alex has been to see you for advice today. Through a birth defect, Alex has always been deaf in one ear. She works in a factory, with very loud machinery, and as a result, her hearing in her other ear has deteriorated severely, and she will need an operation to insert a hearing aid, for which she needed 2 weeks off work. The company she works for, Fverr, does not provide ear defenders, despite being given guidance previously that they should. Alex also asked about ear defenders when she joined the company, but they said they would not be necessary.
2. A client, Jack has been to see you for advice today. He was doing his shopping at the local supermarket, Daxco, when he slipped and fell in the carpark on oil. Other customers of Daxco had informed the company that there was a spillage, however they failed to take proper measures to clean it up.

As a result of the fall, Jack broke both his ankle and leg severely, meaning he needed an operation. He was also given 6 weeks of physiotherapy to help the recovery, and was informed that if he did not attend, it could limit his recovery and he could end up with permanent mobility issues. Jack only attended the first physiotherapy session. He now has lasting mobility issues 6 month on.

1. A client, Holly has been to see you today for advice. She works in a laboratory, conducting experiments. One day, chemicals seeped through her lab coat, burning the skin on her arms and hands. The burn caused a severe reaction, so Holly was rushed to A&E. After testing, it was determined that Holly was allergic to the chemicals used, and as a result was left with permanent scarring. When other people had come into contact with the same chemicals, their wounds healed with no lasting injuries/scars.

Holly needed six weeks off work, whist the burns healed, but was left with permanent scarring. As a result of this, she no longer wears any clothing which will show her arms and will wear gloves where possible, as she developed severe anxiety around the scarring. She leaves the house infrequently, no longer playing tennis, as she is too conscious.

1. Your client, Hazel has been to see you today for some advice with regards to her child Megan. Megan, who is 15, was playing with a friend, Shaun, also aged 15. They were playing with a fidget spinner which came with a warning not to use it too close to people, as it is spikey and could cause damage if it hit someone. Shaun did not listen to this, and whilst at Megan’s house, lost control of the fidget spinner, whilst trying to scare Megan, using it near her face. As a result, it hit off Megan, blinding her in one eye.
2. Your client, Daniel has been to see you today for advice. He was on a run when a skateboarder, Myles, was doing tricks with his skateboard, lost control and sent the skateboard flying into Daniel. This knocked him to the floor, twisting his ankle and fracturing the arm he landed on. The fracture in his arm needed an operation and pins in order to heal correctly, meaning Daniel needed to take 8 weeks off work as a climbing instructor and also missed out on tough mudder, which he had previously signed up for.