



The Herefordshire Headway

Service Guide

Headway House,
Trenchard Avenue,
Credenhill,
Hereford. HR4 7DX.

The centre is open 8.30 till 4.30 Tuesday to Thursday

Telephone: (01432) 761000

Email: hfds-headway@btconnect.com

Check out our web site: WWW.Herefordshire-headway.co.uk or look at the latest news on the popular [Herefordshire Headway](#) face book page



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What is on Offer

At Our Day Centre:

After an initial introduction and assessment period, you would be helped to choose from our menu of activities to create a tailored programme of activities providing the opportunity to enjoy yourself, regain confidence and make new friends and all while you develop new or recover practical skills in a supportive environment. People tell us that the various activities are enjoyable and that the homely and relaxed atmosphere at Headway House is what they value the most and which allows them to build confidence and achieve their chosen goals.

Activities include:

- Recreational activities: Gardening club, Carpentry classes (with sessions for beginners as well as those with more advanced skills), Yoga, Cookery, Pottery group, Art classes (with a good range of techniques to suit most aspirations), Creative writing, Literacy and Numeracy skills 1-1 support, computer classes but most importantly a chance to make new friends and to be a part of the Headway community.
- The clinical therapists offer physical, psychological and emotional support through individual and group work. Therapies on offer include Speech, Music, Art, Occupational and Physiotherapy support
- There are regular social events and activities for clients and their carer's.

In the Home and Out and About:

Our Lottery Funded enablement service can offer friendship and support. The Service is set up to support individuals and families to re-build their lives after what has often been a life changing brain injury. Please see page 7 for details of this service

Support for Carers:

Help for carers is available from the time the injury occurs often the first contact is made while a loved one is still in hospital:

Support that we can offer includes:

- Practical one to one support from our experienced and knowledgeable carers support manager
- Help to cope with paperwork and to access services and benefits you might need and be entitled to.
- Access to the HUK nurse led free confidential help line (9am-5pm Monday to Friday Tel:0808 800 2244)
- Advice and support from our well qualified and experienced nurse led therapies and care team staff
- Access to our regular Carer support group meetings where new carers and those who have been carers for a long time share their experiences and knowledge to support each other and to make life that little bit easier
- Regular social events where you and the person you care for can spend some quality leisure time with others who use our service. Activities include meals out, visits to the theatre, quiz nights, bowling and chips and days out at places like the Hay Festival.

Referral Routes:

Service Users are referred to Herefordshire Headway in a number of ways:

Self referral or a referral from a friend or carer

Nursing/Residential Care Homes

Community Stroke and ABI Services (CSS, HABIT)

Rehabilitation services/Neurological/Brain Injury Teams

Professional Case Managers

GP Surgeries, Mental Health Teams, Social Care Staff

Referral Criteria:

We work with individuals, carers and families of people who have a brain injury. The injury may have been acquired through an event such as a traumatic injury (traffic incidents or assault etc) a stroke, brain haemorrhage, tumour or infection. (This list is not exhaustive) We are able to cater for service users, aged 18 and over who require continued support to enable them to maintain and or improve their physical skills and mental wellbeing or where a carer needs a break, access to our day facilities will facilitate this.

Individuals will usually require support in one or more of the following areas:

- Continued enablement and maintenance in a supportive setting that will encourage maximum independence
- Support which is focused on enablement care in the home or community
- Support which encourages self awareness and a positive approach to all aspects of cognitive and physical rehabilitation
- Those who wish to make new friendships and engage in social and educational activities to support their wellbeing

The following are **NOT** barriers to support:

Needing support where receptive and or expressive language is compromised. Physical disability linked to complex care needs. Needing support with interpersonal / behavioural issues

Accessing our service:

Headway's key role is to offer person-centred support to enable people to recognise and respond to the changes brought about by ABI. In order to do this we have an initial assessment period which we use to ensure that we provide a package of activities / support tailored to each individual. The impact of each ABI is unique, even seemingly minimal effects can completely change the lives of the person with a brain injury and their loved ones.

The injury can effect physical, cognitive and emotional functioning. Common problems include:

Physical problems

- Weakness or paralysis
- Sensory impairment
- Fatigue
- Epilepsy
- Movement and co-ordination problems
- Sexual Problems
- Hormonal problems
- Speech difficulties

Emotional problems

- Anxiety and Depression
- Mood Swings
- Apathy and loss of motivation
- Anger and Irritability
- Impulsivity and disinhibition
- Personality changes

Cognitive problems

- Memory problems
- Reduced attention and concentration
- Reduced speed of information processing
- Impaired insight and empathy
- Impaired understanding of language
- Difficulty recognising faces or objects

Day Centre Services in Detail

Headway House Day Centre at Credenhill is a safe supportive environment which enables individuals affected by an acquired brain injury (ABI) to practice or re-learn skills, or just spend time in our company while doing an enjoyable activity. We aim to support people to achieve their goals and by so doing feel more confident about dealing with their ABI. Activities are developed around the interests, abilities and needs of those attending the centre, knowledgeable and experienced staff and volunteers are always on hand to help when needed. Activities include:

Woodwork Classes
Gardening Group
Craft Activities
Pottery Classes
Art Classes
Independent living skills support

Creative Writing
Literacy and Numeracy recovery support
Singing for Pleasure
Yoga Class
Exercise Classes

Speech Therapist & Physiotherapist led activity sessions
Living skills

- One to One Therapy sessions
- Therapist and Therapy assistant led group sessions

Music Therapy
Art Therapy
Cognitive Skills

- One to One Therapy sessions
- Therapist and Therapy assistant led open group sessions

Computing Skills
Cooking Skills
Healthy eating
Social Activities
Meeting new people and making friends

You will always be made welcome so why not call in for a chat

It may not always be immediately apparent what the benefits are from the various activities. Many activities require cognitive skills including concentration, memory, information processing, forward planning, and understanding commands or instructions; physical skills such as co-ordination and balance are required for others. Throughout virtually all activities, social skills are developed and reinforced. These are all skills we take for granted but can be lost after brain injury. The information below gives an overview of the skills developed by using a number of activities:

Board and Card Games	Physical Activities
<p>1. Scrabble involves a variety of skills that ABI survivors can work on. Adding up the scores uses simple math, coming up with words requires cognitive flexibility, and the mechanics of the game involve simple grasp-and-release tasks.</p> <p>2. Playing jenga involves physical and mental coordination while stacking blocks and trying to keep the tower from falling.</p> <p>3. The mechanics of checkers involve simple grasp-and-release movements that can help ABI survivors improve their motor skills while cognitive flexibility and problem solving are required to perform strategic moves.</p> <p>4. Playing Battleship is good practice for ABI survivors with speech or word retrieval problems. Players have to use the simple words “hit” and “miss” and “sunk” to communicate. Inserting pegs in the board also helps with fine motor skills.</p> <p>5. Connect Four improves attention and motor skills. Players pick up and drop small disks, and they pay attention to both their and their opponent’s pieces.</p> <p>6. Scattergories involves listing words in different categories that all start with the same letter. This helps with language and word retrieval.</p> <p>7. Uno helps ABI survivors work on decision making, attention, and visual discrimination</p>	<p>8. Gardening can provide good exercise and time outdoors. Gardening can help improve stamina, balance, and coordination.</p> <p>9. Yoga helps ABI survivors improve balance and improves flexibility.</p> <p>10. Creative writing helps with word retrieval and sequencing and well as being a great creative outlet for an ABI survivor. Journaling can also be therapeutic and help a survivor keep tabs on their emotions and recovery process</p> <p>11. Many ABI survivors enjoy playing musical instruments. Singing along to music is an easy and fun activity which supports word retrieval and voice rhythm.</p> <p>12. Painting and drawing uses fine motor skills and helps ABI survivors practice their grip. Using different colours and textures also helps stimulate the brain.</p> <p>13. Making pottery is an excellent activity for ABI survivors with limited arm and hand function. Clay is soft and easy to work with, and sculpting can help improve fine motor skills. Pottery can also be made with one hand.</p> <p>14. Cooking is an activity that can be both practical and fun. It involves physical and mental coordination as well as giving a sense of achievement when a person takes home food they’ve prepared to share with others.</p> <p>15. Woodworking requires attention, problem solving, memory, and sequencing skills, in addition to various fine or gross motor skills.</p>

Community Enablement Services

We were awarded a five year Lottery Grant in late 2018, this money has enabled us to set up an outreach project that will support acquired brain injury survivors, their carer's and families to overcome some of the complex barriers that their injury may have created. Our Community Based Workers will support individuals from early diagnosis and throughout the various stages of rehabilitation often working closely with Health and Social Care professionals to support the rehabilitation and enablement programmes they have designed. Our service will include support for carers, families and other people who are impacting on life at home or in the wider community.

Examples of the sort of support we already provide include:

- The expertise needed to develop strategies which will allow easier access to appointments, shopping trips and social activities.
- Help to organise household tasks and to make them more manageable and less of a chore
- Help to get used to using those adaptations and aids which you may have but have not mastered the use of, or to introduce the use of some new ones which will make life easier
- Offer advice and practical support to carers and individuals to enable them to make the most effective use of available support, so minimising the stress of daily living.
- Help to develop strategies that will support carers to cope more effectively and look after their own health and wellbeing
- Guide and support people to use public transport
- Provide a sitting in service while a carer leaves the house to attend essential meetings, appointments, or to relax and get on top of things as they adapt to changes in their home and social life.
- Support individuals and carers to access services and financial benefits to which they are entitled
- Help with paperwork
- Provide help so individuals can use technology to shop on line, pay bills and do their banking so making some of those essential tasks manageable without leaving the house
- Provide assistance to access Health, Leisure and Social Activities within local communities

This service is free (being funded by the lottery grant) due to demand it will be time limited although some people may choose to extend the support beyond the funded period. This may be funded by social care or the individual themselves.

How to Contact Us

Telephone: 01432 761000

Between 8.30 and 4.30 Tuesday to Thursday there will be someone to speak to immediately
At other times you will need to leave your name and contact details so we can ring you back

Email: hfds-headway@btconnect.com

Call in and have a chat at Headway House.

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Service Costs

Places can be self funded or paid for by your local NHS or Social Care Commissioners this may be by a direct payment from them or via you through a personal budgets or direct payments.

Service		
Day Centre Services		
Social Care and NHS Funded Day Sessions: Tues to Thurs 9.30 am to 3.30 pm	£46.13 This price includes some assistance with personal care but does not allow for 1-1 care at all times	A full centre based day of activities taken from those outlined on page 5 and designed to meet your needs and wants. A cooked lunch is available 12.30 till 1.00 at a charge of £3.50.
Social Care and NHS Funded Day Half Day Sessions: Tues to Thursday morning and afternoon sessions	£23.06 This price includes some assistance with personal care but does not allow for 1-1 care at all times	A half day centre based menu of activities as above. A cooked lunch is available 12.30 till 1.00 at a charge of £3.50.
Self Funder rates:	Full rates of £46.13 and £23.06 apply but financial support may be available	Each year we offer support to many individuals funding their own care. Our aim is not to exclude anyone due to funding issues so please ask for a copy of our financial support information sheet and application form
Care at Home and in the community		
Social Care and NHS Funded 1-1 community based support : Mon to Fri 9.30 am to 3.30 pm	Hourly Rate Minimum 1 hour duration: £16.20	A self funder bursary rate may be available but these due to demand are usually time limited.
Community Enablement service: Mon to Fri 9.30 am to 3.30 pm	Free at point of need	This service is funded by a lottery grant so there is no charge but due to demand the service is likely be time limited
Carer Support Services		
All the services available to carers listed on page 7 are free at point of need		These services are largely funded by a lottery grant with some additional funds coming from our own locally raised funds