



# 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](mailto:hfds-headway@btconnect.com)

Check out our web site: [WWW.Herefordshire-headway.co.uk](http://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?

After an initial introduction and assessment period, service users choose from our menu of activities to create a tailored programme to suit individual needs and choices. Attending the centre also provides the opportunity to regain confidence and make new friends, as well as develop practical life skills in a supportive environment.

**The various activities are designed to be enjoyable but also to help individuals regain and maintain skills lost or impaired by the injury.**

- The clinical therapies offer physical, psychological and emotional support through individual and group work.
- Other activities include Gardening, Carpentry, Yoga, Keep Fit, Cookery, Pottery, Creative writing and computer classes but most importantly a chance to make new friends and to be a part of the Headway community.
- There are regular social events and activities for clients and their carer's.
- There is a carer's support group that meets regularly.

## Our Aims and objectives:

We provide a safe and supportive environment where survivors of acquired brain injury can participate in activities and therapies which will help their physical, cognitive and social and emotional rehabilitation

**Service users are encouraged to develop old and learn new skills, in a bid to respond to the changes in their lives.** Individually tailored rehabilitation and activity programmes are designed to complement formal rehabilitation provided by health professionals and by so doing promote skills needed to maximise independence.

## 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**  
**Professional Case Managers**  
**Community Stroke Services (CSS)**  
**Social Care Staff**

**Rehabilitation services/Neurological/Brain Injury Team**  
**Mental Health Services**  
**GP Surgeries**  
**Stroke Association**  
**Herefordshire Acquired Brain Injury Team (HABIT)**

## 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 and associated conditions are also supported.

We are able to cater for service users, aged 18 and over with a maximum age based on their age related health and who require continued support to enable them to maintain and or improve their physical skills and mental wellbeing.

And who specifically 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**
- **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 recovery**

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

- Physical disability with complex care needs
- Needing support with mental health issues
- Needing support where receptive and or expressive language is compromised

## 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 and /or therapy tailored to each individual. The impact of each ABI is unique, even seemingly subtle problems can completely change the lives of people 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

### 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

### Emotional problems

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



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

## Centre Services:

Herefordshire Headways Day Centre is a safe supportive environment which enables individuals to practice or re-learn skills that may have been affected after a brain injury. We aim to support brain injured people to achieve their goals by improving their self esteem, so they can start to feel more confident about dealing with their brain injury. Activities are developed around the interests, abilities and needs of those attending and support is given by staff and volunteers to enable service users to relearn old skills and acquire new ones. Activities include:



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; and throughout virtually all activities, social skills are developed, including recognising other people's needs, taking turns, listening and making yourself understood. These are all skills we take for granted but can be lost after brain injury.

## **Community Support:**

**Our Community Based Workers** support individuals from early diagnosis and throughout the various stages of rehabilitation. This also includes support for carers, families and other professionals as necessary. We will listen and respond to your needs. Examples of the sort of support we already provide include:

- **Support for clients to access appointments, shopping trips and social activities.**
- **Provide a sitting in service while a carer leaves the house to complete the daily shop, attend appointments, or leisure activities.**
- **Provide help to regain daily living skills, maximising the use of adaptations and aids**
- **Helping to organise household tasks to make them more manageable**
- **Offer advice to carers and individuals to enable them to make effective use of available support and minimise the stress of daily living.**

## **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](mailto:hfds-headway@btconnect.com)**

**Call in and have a chat at Headway House.**

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## Cost of Care:

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	Cost and Comments		
	Regular Needs	Additional Needs	
<b>In House Provisions</b>			
<b>Day Sessions</b> (day sessions run Tuesday to Thursday 9.30 am to 3.30 pm = 6 hours per day)	<b>45.00</b> Medium Support need  Bursary grant price available on request	<b>85.00</b> High Support need. Including 1-1 carer support Bursary grant price available on request	A full centre based day with a menu of activities designed to support your therapeutic needs
<b>Half Day Sessions</b> Tuesday to Thursday morning and afternoon sessions	<b>25.00</b> Medium Support need  Bursary grant price available on request	<b>47.50</b> High Support need  Bursary grant price available on request	A half day centre based menu of activities as above.
<b>Cooked meals</b> are available Tues to Thursday	Refreshments include tea, coffee and cold drink are available at any time as well as biscuits and drinks at morning and afternoon break		
One to one <b>community based support</b>	Care Assistant delivered = £15.45 per hour	Care Assistant delivered = £15.45 per hour	



**\*We have some funding each year to provide bursary placements for those who must self fund their placements.**

## Organisational and structural developments for 2015-16

### Scheduled

**1** An extensive upgrade of our facilities to include a larger art therapy and music therapy rooms with better wheelchair access, together with a re-fitted designated general activity space to house fitness and activity equipment and accommodate yoga and other fitness classes, is underway. New offices, a general therapies room, and a new entrance and reception complete these renovations, are scheduled for completion by September 2015.

**2** Incoming and internal computer lines have been upgraded to fibre optic cable in May 2015. The new IT training suite computers and tablets will be operational in July 2015, allowing us to fully develop our IT training for life programme.

**3** Our garden is an important re-ablement and skills area. New electric doors to make easier access will be completed by the end of June 2015. During the summer a new wider and more accessible greenhouse will be built, together with a poly-tunnel and new raised bed kitchen garden to extend the horticultural opportunities we can offer

### Planned

**4** A home skills suite is planned for clients to relearn, practice and master skills that have been lost or impaired as a result of their brain injury. They include mobility in the home, cooking, cleaning and daily household skills aided by the appropriate use of aids and adaptations, and / or the regaining of physical skills under the care and supervision of our therapists and assistants. Bids to charitable trusts for monies to develop these facilities are ongoing.

**5** We intend to fully equip a resource library during 2016 this will form part of a wider planned support package which will be introduced to strengthen our carers support service.