



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: info@herefordshire-headway.co.uk

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

Wellbeing Centre Offer

Headway House Wellbeing Centre at Credenhill is a safe supportive environment which enables individuals affected by an acquired brain injury (ABI) to have fun whilst maintaining or re-learning skills to enable them to live independently. The service is supported by 2 Registered Nurses who provide clinical support enabling the service to support individuals who have complex problems eg epilepsy or those who have long term health conditions eg diabetes.

Service users spend time with other people who have had an ABI, forming a support group for each other and new members. We aim to support people to achieve their goals and by so doing feel more confident about living with the ongoing effects of an ABI.

We work in partnership with our service users to undertake an initial holistic strength-based assessment that covers physical health, emotional/mental health, effects of their ABI and their social circumstances. We also offer an assessment and service to support carers thus preventing placement breakdown. All service users then have care plans, developed to mitigate the effects of their ABI.

Mental health issues are a feature of an ABI with individuals often struggling to come to terms with their disability. The Wellbeing Centre offers support for these individuals with staff being trained in Mental Health First Aid., whilst for those who are assessed as needing extra support we offer music therapy with 1:1 sessions delivered by a Registered Music Therapist.

For many individuals an ABI will impact the language centre of the brain, we offer support by either 1:1 sessions with a qualified speech therapist or by participating in communication groups led by a skilled member of staff underpinned by support from our speech therapist.

All our activities are designed to support our service users to maintain or develop skills and are evidence based eg art workshops and woodwork support those who are assessed as needing input for developing their fine motor skills whereas our qualified sport therapist supports those who need input regarding their gross motor skills or balance.

Our activities also support individuals to improve their self-esteem by them creating items which are produced by them that can be taken home to showcase their skills.

For those individuals who need support to access benefits or learn how to do online shopping the Wellbeing Centre offers support and on line access.

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:

**Speech Therapy
Music Therapy
Cognitive Skills
One to One
Therapy
sessions
Therapist and
Therapy
assistant led
open group
sessions.**

**Games & activities

Sing for Pleasure

Yoga Classes

Exercise Classes

Regular evenings

out to

pubs/restaurants**

**Computing Skills

Cooking Skills

Healthy eating

Social Activities

Meeting new
people and
making friends**

**Woodwork Classes

Gardening Group

Craft Activities

Pottery Classes

Art Classes

Independent living
skills support**

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, understanding commands or instructions; in addition 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 maths, 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>

Challenge the Change (CTC)

This nurse led programme takes place at Headway House each Thursday and is designed to help working age individuals who wish to maximise their potential and consider their future careers. Armed with more knowledge we hope that people will begin to make decisions about how they want to move on, set themselves realistic goals for the future and, through a better understanding of their own potential, take control of their health conditions and their day to day lives gaining confidence, self-reliance and resilience.

All therapeutic activities undertaken are evidence based and regular reviews help individuals and Headway to work together to ensure all care planning is iterative.

We will be able to support individuals to re-engage with activities that help them achieve their wants and needs. Some examples of how we have supported people in the past include:

- Helping people decide for themselves what their future options are and then to make plans that meet their wishes.
- Making correspondence and paying bills manageable
- Supporting people to manage their own money and financial matters
- To introduce new hobbies and find things that may become established longer term leisure time activities
- Help to make the best use of the medical support services, establishing good medication routines, understanding own health conditions, and making good lifestyle choices
- Feeling comfortable and confident enough to try new things or do things that were taken for granted before but are now daunting.
- Providing opportunities that allowed people to achieve things they thought they could not do.
- Managing day to day living more autonomously maybe improving speech, movement or use of technology, aids, and adaptations.
- Travel training to gain confidence and get used to going out and about independently
- Preparing to become a volunteer or to return to paid employment, maybe taking a very different career pathway

Designed for people who are trying to come to terms with the effects a brain injury has had on their lives, and who want to take control and make positive changes.

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. Support is free at the point of delivery for the first 3 months after which funding is sought.

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 to organise paperwork
- Provide help so individuals can use technology to shop online, 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

Online support and activity programmes

Developed during the COVID pandemic when our Wellbeing services were closed online support became popular and a range of the services will now be continued.

Online live activity sessions:

- Keep fit classes
- Yoga group
- Pottery Class
- Singing group
- Chat Group

Support to make life easier by accessing services online:

- Getting started
- Banking online
- Shopping online
- Keeping in touch with friends and family

Support can be provided 1-1 in Headway House or at home. For those who do not have access to the right equipment we can often loan an electronic tablet.

Carers Support Services

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 and their prognosis is not clear.

Support that we can offer includes:

- Our booklet ‘Caring for someone with a brain injury’ is often the first link carers have to Headway. It provides information about Hospital pathways, who’s who and much more. Written by other carers who have experienced the same journey, it has proved to be a trusted friend in the early days after admission to hospital. Later on, there are a whole library of publications that may be useful to read all are available online or in booklet format but initially we are told it was good to just have something to read that makes those early hours while sat in a hospital a little more bearable.
- One to one support is available from our experienced team of staff and volunteers
- We can help 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 enablement team
- Access to our 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	Rehabilitation services/Neurological/Brain Injury Teams
Nursing/Residential Care Homes	Professional Case Managers
Community Stroke and ABI Services (CSS, HABIT)	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,

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

- specialist staff who understand the complexity of working with individuals who have had an ABI.
- have complex needs who require RN oversight
- continued enablement and maintenance in a supportive setting that will encourage maximum independence
- encouragement of 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 / challenging behaviour 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 an Acquired Brain Injury (ABI)

The impact of each ABI is unique to each individual, even seemingly minimal injuries can change the life of an individual and their loved ones. Affects can impact upon a wide combination of 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

You will always be made welcome at Headway House so why not call in for a chat or contact us on line or by telephone

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: info@herefordshire-headway.co.uk

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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.

Day Centre Services:

Full Day Attendance £49.37

Full Day Charitable Discounted Rate £33.32

Half Day Attendance £24.69

Half Day Charitable Discounted Rate £22.22

Leisure class activity sessions £20.00

Therapist sessions £ 30.00

Outreach service, some Free Time Limited places funded by the Community Lottery Fund. Long term support funded by social Care, the NHS or by Self-Funding.

Carers services are provided free at point of need funded by the charity's own funds.