



# 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](mailto:info@herefordshire-headway.co.uk)

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?

### 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 maximise their independence. Led by a Registered Nurse our staff team has a wide range of skills and experience in supporting people and families living with a brain injury.

Service users spend time with other people who have had an ABI, forming support groups 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, whilst for those who are assessed as needing extra support, we can signpost you to the most appropriate professional. 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 session with a registered and experienced Speech and Language 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 e.g., 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 as they create 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 online access.

Activities are constantly evolving to meet 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  
Exercise Classes**

**Regular Social  
activities, games  
evenings, eating  
out, and attending  
local events with  
headway friends  
and family**

**Computing Skills  
Cooking Skills  
Healthy eating  
Jigsaw loan  
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 various activities people might enjoy. 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 using a range of activities:

<b>Board and Card Games</b>	<b>Physical Activities</b>
<ol style="list-style-type: none"> <li>1. Scrabble involves a variety of skills that ABI survivors can work on. Adding up the scores uses simple math, producing words requires cognitive flexibility, and the mechanics of the game involve simple grasp-and-release tasks.</li> <li>2. Playing jenga involves physical and mental coordination while stacking blocks and trying to keep the tower from falling.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>6. Scattergories involves listing words in different categories that all start with the same letter. This helps with language and word retrieval.</li> <li>7. Uno helps ABI survivors work on decision making, attention, and visual discrimination</li> </ol>	<ol style="list-style-type: none"> <li>8. Gardening can provide good exercise and time outdoors. Gardening can help improve stamina, balance, and coordination.</li> <li>9. Yoga helps ABI survivors improve balance and improves flexibility.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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 have prepared to share with others.</li> <li>15. Woodworking requires attention, problem solving, memory, and sequencing skills, in addition to various fine or gross motor skills.</li> </ol>

# Thursday Drop-in and Support Day

We will be developing this service over the next months working closely with the National Stroke Association Support Group and other specialist care professionals.

Stay well Live well

Watch this space.....

A structured 6 week programme that allows people with Acquired Brain Injury (ABI) and / or their carers to understand their own long term Health Care needs.

# Coming Soon

## Nurse Led Clinics (NLC's)

The nurse led clinic's takes place at Headway House each Thursday and are designed to help individuals who wish to maximise their potential. 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 independence.

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 existing clients and carers who are adjusting to living with the effects a brain injury, and who want to take control and make positive changes and plan for the future.**

# 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.
- Singing group
- Chat Group

Support to make life easier by accessing services online:

- Getting started
- Banking online
- Shopping online
- Staying connected 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 is 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 Headway UK 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  
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. 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.
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## 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. Effects 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 online 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](mailto:info@herefordshire-headway.co.uk)**

**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.**

Day Centre Services:

Full Day Attendance £59.24

Full Day Charitable Discounted Rate £33.32 (people who meet the criteria for Local Authority, NHS or have

Half Day Attendance £32.90

Half Day Charitable Discounted Rate £22.22

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.