Community Brain Injury Rehabilitation Service

Working to help those with an acquired brain injury and their families

CLIENT INFORMATION PACK

Community Brain Injury Rehabilitation Service
Community Offices, Slyne Road, Lancaster LA1 2HT
Tel: 01524 406528
OUR PHILOSOPHY

As a community rehabilitation team we aim to work in partnership with adults with an acquired brain injury, their families and other local agencies to:

• explain the effects of a brain injury and the changes in lifestyle this may bring.

• provide an effective and accessible rehabilitation service aimed at getting the best possible outcome for each individual.

• provide support for people with a brain injury and their families in adjusting to the changes that a brain injury can bring.

THE COMMUNITY BRAIN INJURY REHABILITATION SERVICE TEAM, YOU AND YOUR FAMILY

The team consists of a number of skilled and experienced staff from a range of different professional backgrounds (see below):

Occupational Therapist
Physiotherapist
Speech and Language therapist
Clinical Neuropsychologist
Case Manager

Whilst we all have training and expertise in specific professional areas, we work together as an integrated team. This means that we can provide you with a better, more co-ordinated service by sharing information and skills. We also strongly encourage families to work with us wherever possible, as we believe that family support and active involvement is a very important part of the rehabilitation process. We recognise that rehabilitation can at times intrude on family life. It is our aim to work in partnership with you and your family so that your rehabilitation can proceed as smoothly as possible for all concerned.

We provide an active rehabilitation service offering individual, goal-directed therapy aimed at helping you to achieve maximum independence and quality of life.

We do not offer a long-term care or support service. If you need this when your rehabilitation programme is completed, we will help you to access other services.

WHAT IS REHABILITATION?

A successful rehabilitation programme concentrates on those aspects of your life which are most important to you. It also involves setting realistic goals and working towards them. Rehabilitation can help you do some or all of the following:

• Where possible, relearn skills and abilities which you have lost as a result of your injury or illness;

• Acquire new skills needed to cope with long-term disability, such as learning to get around using mobility aids, or using memory aids to help you remember things;
• Find ways of adapting to some of the limitations caused by your injury, such as taking up new hobbies or leisure activities;

• Maximise your independence in daily living, including managing cooking, shopping and return to work, where possible;

ADDITIONAL LOCAL SUPPORT

Many people feel that it helps them to talk to others who have been through similar experiences. There are a number of voluntary organisations which have been set up to provide support to people who have had various kinds of illness or injury affecting the brain, and to their families. If you would like more information about any such organisations, please ask any member of the team and we will try to help you. Headway, the brain injuries association, has a local branch and we can provide you with further information on this if required. Headway also produces a number of leaflets and books about brain injury which can be helpful, and has its own website (www.headway.org.uk).

RIGHTS AND RESPONSIBILITIES

What we will do:

• We will treat you in a courteous manner and your opinions will be respected. Where we have a difference of opinion we will do our best to listen to your view and explain ours so that we can reach a clear understanding and agreeable compromise.

• We respect your right to confidentiality. However, we work closely as a team and routinely share information amongst ourselves. We may also need to share information with others involved in your care. If this is the case, this will be discussed with you first.

• We will give you the opportunity to discuss your rehabilitation and progress.

• We strive to maintain high professional standards at all times.

• We keep in touch with other specialists working in the field of brain injury in order to keep ourselves up to date.

• We will either see you at home or, where appropriate, at a local clinic. We are aware that working in your own home may be intrusive and if this is so, we will try to minimise the effects of this.

• Most appointments will be made by telephone or in person. We will make every effort to keep appointments and will give as much notice as possible if we have to cancel.

• As a community team travelling over a wide area, it is difficult for us to guarantee an exact appointment time. We will make every effort to reach you within 15 minutes of the appointed time and to notify you if we are going to be significantly late.

• We all carry a visible identification card.

• We recognise that the rehabilitation process can be both challenging and demanding for everyone
concerned. With your help, we will do our best to make the process as smooth as possible.

• With your permission, we will encourage your family to participate in the rehabilitation process.

• We understand that this has been a stressful time for everyone in the family. Whilst our primary involvement is with you, the client, we recognise that other family members also need support and information.

*What we would like you to do:*

We are working with you and like you to take part in your rehabilitation plans/decisions. With this in mind we would like you to:

• keep us informed of your progress and any difficulties you are experiencing.

• let us know of anything that might affect our work with you, e.g. if you are not happy with any aspect of our service, or if you are having other treatments that we may not know about.

• keep appointments made, unless there is a good reason for the cancellation e.g. ill health. Please inform us as soon as possible so that appointments can be rearranged with minimal inconvenience.

• try to arrange for our time with you to be free of distraction. You may also need to prepare a space where we can work with you. We will tell you if we have any specific needs.

**WHAT HAPPENS NEXT?**

*a) Assessment*

There will be an initial assessment when you will meet with one or two members of the team. The next stage is a period of assessment, which usually lasts about 6 weeks. During this time various members of the team will meet with you to get to know more about you and your strengths and needs. This may take place in your own home or in local health premises. The purpose of the assessment is twofold. First, it is important for you to know as much as possible about how your accident or illness has affected you. Second, we need this information to help us plan with you for the next stage of your rehabilitation and to agree some goals to work towards with you.

Assessment can sometimes be formal. For example, if we are assessing your memory we will use what are called standardised tests. At other times we may simply want to observe how you manage in certain activities such as shopping or cooking a meal. Each member of the team will discuss the results of the assessment with you.

During this six weeks we will also want to know about your hopes and plans for the future. For instance, you may want to return to work, to manage your own affairs or to live as independently as possible in your own home. These longer-term plans are what we refer to as your personal “targets” and it is very important for us to know about them.

*b) Goal Planning*

At the end of the six-week assessment period we will meet with you to plan the next stage of your rehabilitation programme. We would encourage you to bring family members or other people who play an important part in your life to this meeting with you. At the meeting we will bring together all
the information obtained during the assessment and discuss with you how this affects the personal targets which you have identified. We will be in a position to recommend to you the areas in which we feel we can help you. The next step is to identify with you some specific rehabilitation goals. This process is called “goal planning”.

**What do we mean by goal planning?**

Goal planning is a way of focussing rehabilitation. By identifying goals that are meaningful to you, we can best direct all our energies. Identifying goals and measuring progress towards those goals also helps us and you to measure the benefits gained from our involvement with you.

**What is a goal?**

A goal is something that you cannot yet do, but wish to do. It is a meaningful activity, such as cooking a meal or getting to a football match. A goal is something that can be clearly defined and measured. In other words, a goal must be written in such a way that you and we know when you have achieved it. A goal will often be an important step on the way towards your long-term “targets”. You will be given written copies of all the goals that are agreed and you will be encouraged to keep your own record of your progress towards those goals.

Sometimes the things you want to be able to do may be quite ambitious. Rather than taking on something very difficult, we find that it is often more helpful to aim for something along the way. “From tiny acorns do mighty oak trees grow”.

**c) Reviews**

On a day to day basis you will have plenty of opportunity to discuss with team members how you feel things are going. To get an overall view of progress, we also find that it is helpful to get together with you as a team, usually every three months or so, to review how things are going. At these review meetings we will look at your current goals and identify which have been achieved and where any difficulties have arisen. We will then make plans with you for the next period, identifying any further goals as necessary.

These reviews will continue until you and we feel that further progress is no longer dependent on the active involvement of the team.

**The goal planning process**
6. WHAT HAPPENS WHEN REHABILITATION ENDS?

The time will come when your formal rehabilitation ends and you will no longer have therapy sessions with members of the team. However, your progress will not necessarily stop there. You may be able to make further improvements by setting yourself realistic goals and then working towards them by continuing to use the knowledge and skills you have acquired during your rehabilitation.

As time goes by, new problems may arise or old ones may resurface. If this happens, you may ask your GP to refer you back to us for reassessment and further rehabilitation or advice.
Useful contact details

Community Brain Injury Rehabilitation Service
Tel 01524 406528

Hospital Switchboard: 01253 300000

**Patient Relations Department**
The Patient Relations Department offer impartial advice and deal with any concerns or complaints the Trust receives. You can contact them via:
Tel: 01253 955589 or by Email: patient.relations@bfwh.nhs.uk
You can also write to us at: **Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR**
Further information is available on our website: [www.bfwh.nhs.uk](http://www.bfwh.nhs.uk)

**References**
This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.
Details of the references used in writing this leaflet are available on request from: **Procedural Document and Leaflet Coordinator 01253 953397**

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