

Appendix: Further Information about The Hawthorns Rehabilitation Centre, Barchester Healthcare

Focus of Facility:

- The Hawthorns is a Neurological Rehabilitation Centre, which provides active rehabilitation dependant on the individual Service Users' needs.
- The centre has the benefit of being a home for life, if required, but the ethos is on returning Service Users back into the community, with adequate and appropriate ongoing care.

Ethos:

- The Hawthorns state that they specialise in the recovery care and rehabilitation of people living with a traumatic or non-traumatic brain or spinal injury.
- Therapy programmes are tailored to an individual's needs and potential providing active rehabilitation packages as well as long term and respite packages.

Costs (per week):

- Charges per week are from
 - £1300 to 1795 for slow stream to active rehabilitation.
 - £2200 for Service Users requiring 12 hour ventilation and complex respiratory management
 - £2600 for Service Users requiring 24 hour ventilation
- These charges are inclusive of all rehabilitation therapies.
- Additional charges are incurred for Chiropody, Optician, Dental Care and Hairdressing.

Clientele:

- The Hawthorns accepts adults (18 years and above) of both sexes, with no upper age limit.
- The focus on Service Users who have the aetiology of traumatic or non-traumatic brain and / or spinal injury.
- The Unit can offer support and complex care to service users with long term neurological conditions

Location:

- The Hawthorns is situated in a residential area with access to local shops, banks, churches and local sports centre.
- The Hawthorns is attached to a local community hospital.
- It is situated very close to the boundaries of Sunderland, Durham, Middlesborough, Sedgfield, North and South Tees, South Tyneside, Newcastle and North Yorkshire.
- It is easily accessed by road from the A19 and rail from Hartlepool or Sunderland and has a very regular bus service to the door.

Family Accommodation:

- The Hawthorns does not have any formal accommodation for family members. However every effort is made to accommodate relatives if required.

Family Dining Facilities:

- Family members/visitors are welcome to take lunch or tea at the Hawthorns with choice of dining rooms. A nominal charge is made for meals, which can be selected from the daily menu.

Range of Cares Provided:

- The Hawthorns provides active rehabilitation for Service Users living with traumatic or non-traumatic brain and / or spinal injury.
- The Hawthorns can provide high dependency nursing care for Service Users who require invasive or non-invasive ventilation, have complex respiratory needs, including those who have tracheostomy's, and those who are minimally conscious.
- The Hawthorns can offer therapeutic support for those with long term neurological condition
- The Hawthorns has a physiotherapist available 7 days a week. Other services include consultant in Rehabilitation Support, daily visiting GP, Occupational Therapy, Dietician, Speech and Language Therapy, Music Therapy, Clinical Psychology and Complimentary Therapy, All these services are part of our in house MDT (Multi-Disciplinary Team). Qualified members of the therapy team are supported by therapy assistants trained in that speciality.
- There is a visiting Dentist, Optician and Chiroprapist which incur an additional charge. If the Service User prefers these can be accessed externally.

Service User Involvement:

Rehabilitation Schedules, Social Activities, Activities of Daily Living:

- Planning the rehabilitation schedules begins at assessment, involving the referring MDT team and family members/significant others to gain as much insight as possible. Individual needs, requirements and goal planning are incorporated at this stage.
- Following admission to the Centre, therapy staff become involved with the Service User and family members as required in relation to their identified needs.
- The Unit is part of the UK specialist Rehabilitation Outcomes Collaborative (UKROC) which is a national data collection and measurement of outcome measure for people undertaking Neurorehabilitation
- Occupational Therapists support Service Users with their rehabilitation goals and personal interests within an occupational therapist room as well as a specially adapted kitchen and fully fitted physio gym and will provide home visits when needed.
- MDT meeting's monitor progress and outcomes made by Service Users against their goals. This can be on a weekly to monthly basis or at other times when / if required.
- Service Users are encouraged to be involved with all aspects of their rehabilitation and interests are closely involved in decision making concerning external activities, themed evenings or trips out. The family's or significant others are encourage to attend review meetings to hear feedback from the MDT on clients progress and goal attainment.
- Wi-Fi access is available free to clients throughout the neuro rehabilitation centre.

Clothing and Laundry:

- The laundry operates "Attach a Tag" system; a quick and simple system for labelling clothes. This system is available to all Service Users.
- If the "Attach a Tag" system is not used laundry can be done on site as long as it is clearly marked with the Service Users name label stitched on. All clothing must be machine washable and suitable for tumble drying.
- It is recommended that Service Users make their own arrangements for delicate or dry clean only articles.

Mealtimes:

- Meals can be taken in any of the dining rooms or in the service users own room. Family members can join service users for meals for a nominal charge.
- Some meals are taken together as part of rehabilitation therapy.

- Meal times can be flexible to meet individual service users needs e.g. if the service user has been off site on an activity.

Diet and Choice:

- The Hawthorns is able to provide a full range of diets including oral and non oral feeds and modified diets. A choice is available from the daily menu for every meal and a selection of alternative light meals is available on request. All are freshly prepared on site by a fully qualified chef.
- Drinks, cakes and biscuits are available from the beverage bay on both floors.
- A fresh fruit bowl is available on both floors.
- There are water coolers situated round the unit
- An adapted kitchen is available for client meal preparation as part of therapy or as preparation for discharge.

Bedrooms:

- On the ground floor 12 bedrooms have individual wet rooms with toilet and wash hand basins; the remaining 5 rooms have their own en-suite toilet and wash hand basin.
- The individual bedrooms on the first floor higher dependency unit have washbasins and storage facilities en-suite
- Piped oxygen and suction in available in all the rooms.
- Service Users can decorate their bedroom to their own taste and with furniture of their choice.

Access:

- The Hawthorns is fully adapted to meet the needs of its individual Service Users.
- The centre is based on 2 floors, serviced with two lifts
- There are 2 wet rooms on the first floor and 1 fully assisted bathroom on the ground floor.
- There is a life skills kitchen, which is wheelchair accessible. The physiotherapy gym has a tilt table, standing bars, treadmill, work out station and floor space as well as a MOTomed which is a motorized movement therapy device to maintain flexibility
- The Hawthorns provides quiet areas, communal lounges, gardens, stores rooms, offices, nurses' stations and a cool room for storage of feeds.
- The Unit benefits from wide corridors that will easily accommodate wheelchairs.

GP/Medical Cover:

- A consultant in Neurological Rehabilitation reviews Service Users on a weekly basis.
- A consultant in Ear, Nose and Throat surgery is available for support/advice for Service Users who have Tracheostomy/Ventilation visits monthly.
- A local GP, who has knowledge and experience of ABI visits the Hawthorns on a daily basis.
- The Hawthorns benefits from being connected to the Peterlee Community Hospital with access to x ray, Scanning, Consultant referral and a minor injuries service.
- Out of hours the centre uses prime care.

Staff Training:

- All newly appointed staff are required to undertake an induction training programme.
- Staff are encouraged to attend training courses both internally and externally.
- Higher dependency staff are appropriately trained.

- The Unit has an accredited qualified nurse trainer for clinical competency based skills for Ventilation/tracheostomy/cough assist
- Barchester Healthcare (the parent organisation) has NVQ assessors and Clinical Development Nurses.
- All staff have appropriate ABI training.

Fire Safety and Evacuation Planning:

- The Hawthorns operates a horizontal evacuation plan.
- Fire alarms are tested weekly.
- A business continuity plan which addresses all aspects of utility failure across site with access to emergency generator within four hours to provide back up emergency power (Power call)
- All staff receive appropriate fire evacuation training.
- Fire risk assessments are received annually and horizontal evacuation plan is in place and is tested regularly by fire drill
- Hawthorns has an integrated fire system

Management Team:

- The Hawthorns is managed by Barchester Healthcare, a well established national provider.
- The Manager of the Neurological Rehabilitation Centre has 20 years Neurological and Critical Care experience.
- A Clinical Lead for each floor who have a wide range of expertise and knowledge in neurological and respiratory conditions.

Service User Contact Details:

- Details are taken at assessment/admission and updated as required.

Transport:

- The Hawthorns has 2 mini buses and 1 estate care for off-site journeys.
- The mini buses have 11 seats; the four rear seats can be removed to accommodate a wheelchair and a ventilator if required
- The Unit provides where possible a personalised service for clients attending outpatient appointments/ Home visits via the above transport with support of staff. This means that the client will arrive in a timely and efficient manner, reducing the waiting around that traditionally happens waiting for ambulances. It also provides the client access to staff who know them and also have the skills to keep them comfortable and act as an advocate if required, which is both reassuring for clients and effective use of time.
- The Unit offers relatives the opportunity of using their minibus's to support community access and transport their own relatives to significant family events, once appropriate training and competencies have been completed.