

Appendix: Further Information about Frenchay Brain Injury Rehabilitation Unit, Bristol Huntercombe Group

Focus of Facility:

The Centre offers intensive in-patient rehabilitation, from the sub-acute period to transition either home or to slow stream rehabilitation / other setting. The reported average length of stay is a little under 4 months.

Service Users are often admitted from acute setting once medically stable.

The Centre has close historical and current links with the neighbouring NHS Hospital, and thus benefits from a range of formalised professional / procedural links (e.g. medical / therapy staff, process for accessing investigations such as scans).

Ethos:

The philosophy statement for this Unit states that '... care focuses upon the needs and wishes of the individual... in our care, thereby affording them the opportunity to achieve maximum independence and a quality lifestyle...'

Costs (per week):

£3,150 + 1:1 nursing, when required, at £19.50 per hour. Unit will provide quote when required to include 1:1 specialist nursing, access to SMART assessment, chiropody, pathology and required investigations e.g. x-rays, MRI / CT scans. Pre-admission assessment costs available from the Unit. Overseas pre-admission assessments are costed on case-by-case basis.

Clientele:

Services are offered to both male and female Service Users aged 16 years and above.

Service Users are accepted with active Mental Health issues.

Service Users with Challenging Behaviour can be accepted, depending on the overall case mix at the time (the Unit is unable to manage several Service Users with Challenging Behaviour concurrently)

The Unit also accepts: stable tracheostomy, PEG, minimally conscious state (for SMART assessment)

Location:

The unit is close to the north of Bristol, on the site of a large NHS hospital that itself offers acute ABI care.

The accommodation comprises a single storey building (with one independent living flat and some staff space extending to an upper floor).

The main entrance leads to a central reception area, off which are four corridors. Two provide the majority of service user accommodation, with admin offices and therapy space (e.g. physio gym and hydrotherapy pool) lying off the remaining corridors.

A small 5 bed ward for those requiring a higher level of nursing care, is centrally located, at the junction of the two residential corridors.

Family Accommodation:

There is no designated accommodation for families.

A number of Service Users are local / come from a radius of 40 – 50 miles, such that overnight accommodation for families is not required.

When accommodation is required, the Unit can advise of Guest Houses in the locality.

Occasionally accommodation may be found within the main NHS Hospital site.

Family Dining Facilities:

Family / visitors can make hot drinks in the kitchens serving the residential corridors. Family / visitors can additionally have a snack (e.g. cereal or toast) in the Centre if they travel a long distance.

Family / visitors can also use a staff restaurant, and can get a hot or cold meal from 7:00 am till 8:00 pm at night.

Range of Cares Provided:

All core therapies are employed on site, including Physio, OT, SLT and neuro-psychology, clinical psychology and neuro-psychiatry.

A dietician, employed via a service level agreement with the local Trust, visits the ward every week, to advise on individual Service User needs and to attend review / ward rounds.

A Chiropodist will visit on request.

Some patients are referred to services at Frenchay Hospital for specialist dental treatment / ophthalmology for issues arising from their injuries.

Local residents are taken from the Centre to their own optician / local community dentist if required.

When a Service User is not registered locally, the Centre can access an optician / two local dentists (one is an NHS dentist and one is private).

If required, the Centre can arrange for a dentist to visit a Service User unable to travel to the dental surgery.

Service Users have the option of either visiting the Hairdresser on the Frenchay Hospital site, or utilising one of two Rehabilitation Assistant staff who are qualified hairdressers. On very rare occasions the Service User's own hairdresser may visit the Centre (although this will incur higher costs).

Service User Involvement:

Rehabilitation Schedules, Social Activities, and Activities of Daily Living:

Service Users (when possible) and family are involved in pre-admission information gathering and assessment.

Service Users / family are central to subsequent goal / rehabilitation planning.

Care Plans are responsive to individual goals and therapeutic needs.

Clothing:

Service Users wear their own clothing.

Personal clothing does not have to be labelled, but many relatives choose to label clothing, which does aid the Centre in ensuring correct identification of items.

Laundry:

Heavy laundry (sheets, towels, duvet covers, etc) is all laundered by Frenchay Hospital (contracted service).

Personal clothing is all washed in the Centre either by the Service User independently or with assistance / in a therapy session, as appropriate to their rehabilitation plan.

When Service Users are unable to participate in this task, staff wash clothing.

Meals and Mealtimes:

There are fixed mealtimes, taken in the dining rooms on site.

Service Users may have snacks at other times, and depending on their rehabilitation status, may be able to eat meals / takeaways brought in by family and / or go out to local cafes/ restaurants with family.

The independent living flat is equipped with a kitchenette, such that, subject to their Rehabilitation Plan, service users may be able to prepare some of their meals independently / with support.

There is additionally a residents' kitchen in each corridor, where hot drinks and meals may be prepared by a Service User / family with the required degree of supervision / assistance.

Diet and Choice:

Meals are currently prepared off site in the NHS Hospital, and brought to the Unit, where they are regenerated.

A good variety of menus, with several alternatives, is on offer at each meal.

The meals are clearly identified on the menu as to their suitability for service users requiring a modified diet (e.g. soft / moist minced). Puree meals are available, moulded to resemble the foodstuff (e.g. carrots).

The unit has access to advice from a dietician, both via weekly visits, and through a regular (quarterly) catering meeting, also involving nursing and Speech and Language Therapy staff.

Bedrooms:

Service Users have individual rooms, other than those nursed within the small sub-acute five bed ward.

Service Users are encouraged to personalise their bedrooms, e.g through use of photos, posters, personal effects. Several residents have their own TV / music system in their room.

Rooms overall are in a reasonable state of repair, and are redecorated when required.

Access:

The Unit has level access throughout, and benefits from wide corridors, able to accommodate wheelchairs/ walking frames etc.

The independent living flat has bedroom / bathroom facilities on both ground and first floors, such that can be utilised to best meet the needs of each service user

GP / Medical Cover:

As the Unit has onsite medical cover, there is no direct involvement of local GP services.

There is ready access to the NHS Hospital should any medical needs arise e.g. CT scanning / PEG insertion / change in health status requiring admission.

Staff Training:

An induction programme is in place for all new staff. This includes a module specifically focussed on ABI.

Rehabilitation assistants may apply for a 9 month in-house training (leading to a regrading to Rehabilitation Technician), designed to increase their understanding of and ability to work more independently with service users, supporting goals set by AHPs.

Many Rehabilitation staff (assistants and technicians) additionally undertake NVQ training.

Staff are given additional Service User specific training as required e.g. to support use of communication aids.

Fire Safety, Medical Emergency and Evacuation Planning:

A horizontal zoning evacuation plan is in place. The Centre's fire alarm is connected to the Frenchay Hospital switchboard, which calls the fire service on activation of the alarm.

The Centre thus benefits from the same high priority status as the rest of Frenchay Hospital. The Centre also shares its emergency disaster plan with the local NHS Trust, who provide assistance (e.g. if there were a need to evacuate the building fully). In case of a medical emergency the Centre will summon a blue light ambulance, and has high priority with the ambulance service.

Management Team:

A well qualified management team with ABI / residential facility experience is in post. This includes a Registered Manager, supported by a Nurse Manager and Deputy, and 2 X consultant grade medical staff. Each Allied Health Profession (AHP) across OT, physio and SLT is led by an experienced senior therapist.

Service User Contact Details:

These are taken at admission and updated as / when the Unit is informed of any changes.

Transport:

Two vehicles (people carriers) are available to convey Service Users as / when required. Currently the Unit has one designated driver, though additional staff are currently undertaking relevant vehicle training.

The Unit has a car park, free for use by family / visitors. The Centre is within a short drive from the motorway system serving north Bristol.

A courtesy bus runs to the main hospital site from the city centre, Local service buses also run, the journey taking up to an hour (may involve more than one bus from some parts of the city.)