QEF Neuro Rehabilitation Services - Banstead Place

Service Focus of Facility

Provision
The Brain Injury Centre provides assessment and intensive neuro-rehabilitation on a residential or non-residential basis, for younger adults who have severe and complex disabilities through acquired brain injury, arising from accident or illness. We also offer community (Centre or Home-based), outreach and respite services.

Client Centred
A client centred approach is central to our work; comprehensive assessments are completed which are used to plan flexible and effective programmes of rehabilitation in order to meet the complex and individual needs of each client. Using a holistic approach, clients receive ongoing support to identify and work towards their goals, to develop their skills, use of compensatory strategies and adaptive aids in order to maximize their level of independence. Families/carers and relevant professionals will be involved in planning and reviewing progress, as appropriate, according to the wishes and needs of each client.

Family Involvement
With agreement of the client, family members are encouraged to observe therapy sessions and discuss relevant issues, to enable the family to support their relative effectively during their rehabilitation.

Multi-disciplinary team
There is a strong focus on interdisciplinary team working, to support clients who require intensive neuro-rehabilitation to work towards their goals, and to provide support to families and carers.

Transition
Clients receive ongoing support throughout their rehabilitation to explore future plans and to plan for transition. During the process of transition planning, referrals to and liaison with relevant professionals in the community, including Social Services, Case Managers, Continuing Health professionals, Community Neuro-rehabilitation teams and Headway, will be ongoing. With support from the multi-disciplinary team, clients will focus on identifying realistic plans for the future and finding a quality of life which is matched to their needs, interests and aspirations.

Ethos
The therapeutic, educational, vocational and care needs of the clients are central to the work of the Centre. Through rehabilitation, our goal is to meet the individual needs of our clients, empowering them to exercise choice, regain function, maximise independence, increase confidence and develop their autonomy. We believe that clients should have the opportunity to explore and develop their individual potential, enabling them to relearn lost skills, develop new skills and to compensate for the ongoing difficulties they experience, related to their physical, cognitive, communication, social and emotional difficulties.

Support, advice and guidance as clients adjust to the changes to their lives and plan for their future are of paramount importance on this pathway.

Costs per week
All residential programmes are costed on an individual basis, depending on the needs of each client. Residential fees range from £1750.00 per week. 1:1 costs are additional and are costed on an individual basis. Community therapy from £40.00 per hour.

**Clientele**
- Our clientele are younger adults of working age, 16-65yrs, both male and female, who may have physical, cognitive, communication, social, emotional, educational and vocational needs consequent to acquired brain injury.
- Clients must be medically stable, however, we can admit clients with medical conditions, such as, epilepsy or diabetes and those who have a PEG or catheter and have high level care needs.
- We also work with clients who have mild to moderately challenging behaviour and clients who may be anxious or depressed.
- We do not admit clients who have severe mental health issues, who need to be detained under the Mental Health Act, or who have a tracheostomy.

**Location**
The Brain Injury Centre is situated in the Green Belt, in Banstead, Surrey. It is 10 minutes walk from Banstead Village, with access to all necessary amenities. Public transport can be accessed in Banstead Village, with easy links to rail connections at Sutton and Epsom. Accessible community leisure facilities are available locally; eg, conditioning gym.

**Family Accommodation**
Families are able to access the facilities on site, including the recreation areas and television rooms. We do not have residential family accommodation but provide information on B&B accommodation and Hotels, as required.

**Family Dining Facilities**
Families are able to order meals in the main dining room and have access to hot and cold drinks, at all times. Where clients have their own kitchen, in the independent living units, families are able to access the kitchen facilities to prepare their own snacks.

**Range of care provided**
The specialist and experienced team includes: a Neuro-Rehabilitation Consultant, Clinical Psychologists, Physiotherapists, Speech & Language Therapists, Occupational Therapists, Teachers, Recreation Assistants, Rehabilitation Support Assistants, Administrative Assistants and Facilities staff. Other professionals will be involved in client care and visit the Centre, as needed. These include: Orthotist, Continence Advisor, Dietician, Chiropodist, Gastrostomy Nurse, District Nurse, G.P. and Psychiatrist.

In addition, clients receive support to attend appointments to meet their medical, visual and dental needs.

The multidisciplinary team at the Centre provides a full range of rehabilitation at impairment; activity and participatory level related to motor, cognitive, sensory, communication, mood and behaviour difficulties. All clients are supported by their allocated Key Therapist. Vocational rehabilitation focuses on supporting clients to gain insight into their strengths and difficulties and to identify realistic options for the future.

The Care & Rehabilitation support team provides 24 hour care and support for clients according to their individual needs. The department is managed by the Head of
Care & Rehabilitation Support, supported by the Registered Manager. Rehabilitation Support staff are trained to meet the clients needs in relation to:- personal care, medication, managing health needs and support with activities of daily living. All clients have an allocated Rehabilitation Support Key Worker who will provide support with specific care needs and daily activities, as required and in accordance with each client's Care Plan, wishes and preferences. In addition, the Rehabilitation Support team works collaboratively with therapists, by supporting clients to follow specific therapy guidelines.

**Service User Involvement**

Clients are fully involved in making choices and planning their rehabilitation from the time of the informal visit and assessment, to discharge from the Centre. The individual needs of each client are assessed and clients have opportunity to express their opinion about their rehabilitation programme and the goals they would like to achieve.

Each client follows an induction process on admission, in order to become familiar with the essential information that will guide them through their rehabilitation. The client receives support from the psychology team to read and sign their rehabilitation plan. Each client has a Key Therapist, who provides support to identify their goals and will provide ongoing support through the rehabilitation process. The Key Therapist is responsible for discussing relevant therapeutic issues with their key client and supporting them to voice their opinions in relation to the action planning process, development of strategies and attendance at meetings. In addition, each client has a Programme Tutor, who provides weekly support to reflect on their timetabled sessions and progress during the week. Clients are involved in review meetings and also attend other meetings arranged to discuss progress and future planning, as appropriate.

There is a Client Forum at the Centre, facilitated by staff and held monthly, which all clients are invited to. This gives clients the opportunity to express their opinions, discuss topics of interest and give suggestions. In addition to this, the Centre has a Client Representative body, which meets weekly to discuss pertinent issues. Requests and suggestions are often made by the clients, taken seriously by the Centre Management Team, and actions followed through, as appropriate.

Clients are also involved in supporting specific activities organised at the Centre, including special events. As appropriate, clients are also involved in planning external activities and visits to prospective accommodation, college and possible work experience placements.

**Rehabilitation Schedules**

Each client has a timetable that is tailored to their individual needs, incorporating a mixture of therapy, education, vocational and recreational sessions, as required. The preliminary assessment informs the multi-disciplinary team of the initial needs of the client and enables client schedules to be planned prior to admission to the Centre. The client is involved in planning their schedule which will be revised according to their changing needs. The schedules are fully revised every 8 weeks. Therapy interventions are delivered in both 1:1 and group settings, depending on the therapeutic needs and the goals of individual clients.

**Social Activities**

The Recreation team provides a range of leisure opportunities that complements the work of the therapists during the day and for clients to enjoy during the evenings and
at weekends. On site there are outside facilities for football, basketball, cricket, hockey, volleyball, tennis and archery. Inside facilities include a fitness room, table tennis, pool, air hockey and virtual games provided by the Wii. Music and radio broadcasting are an integral element of the recreational activities on offer, through the radio station.

Off site, weekly trips to the cinema, the conditioning gym, swimming, trampoline club, golf driving range, badminton, botchia, 5 a side football, horse riding, hydrotherapy, library, local restaurants and the pub, are organised. At the weekend, outings are arranged, usually at the suggestion of and through the planning of the clients themselves. The Recreation, Psychology, Education and Vocational departments support clients with planning and following through activities of interest. The Recreation team organises trips to the theatre and an annual activity holiday at an Outdoor Activity Centre. The Education department organises a number of educational visits and outings throughout the year, the results of which then inform the work completed in sessions.

**Activities of Daily Living**
Support to complete activities of daily living is given, depending on the cognitive, communication and physical abilities of each client, in accordance with their Care Plan and Action Plan. With a focus on enabling clients to maximise their independence in completing activities of daily living, many clients will have the opportunity to live in an independent living unit at the Centre. Graded levels of support are provided, and support to use adaptive aids and strategies, as appropriate. Independence is promoted further by supporting clients to make choices and decisions and to develop self advocacy skills.

**Clothing and Laundry**
Clients are encouraged to choose their clothing and receive support to purchase new clothing, as required. OT will support clients in learning to complete their own laundry, using strategies, as appropriate. For clients who require higher levels of support, the housekeepers will support with laundry, on a daily basis. Heavy laundry is completed by the housekeepers.

**Mealtimes**
Meals are offered three times a day and regular snacks and drinks are available. Meal times are flexible to facilitate participation in different activities.

The Centre has a number of independent living units, supported by the Occupational Therapy team; clients are encouraged to develop their ability to plan, prepare and serve meals. Clients can take as long as they need to eat their meals; sufficient time is planned into the day for this.

**Diet and Choice**
A varied healthy and nutritious diet is supplied with a range of options at each meal. Dietary and cultural needs are taken into account when planning menus, including the requirement for a modified diet, client preferences are also catered for. The catering team is supportive of the cultural and religious requirements of clients in relation to food and food preparation. The nutritional needs of clients are assessed, and referrals made to the dietician, if required. The OT team offers education on healthy eating. The Speech & Language Therapy team supports clients who have dysphagia. A dietician supports clients with specific needs, such as those with a PEG. The Rehabilitation Support team is fully trained to support clients who need assistance with eating and drinking. Clients are supported to use adaptive aids to promote independence if required. The OT team provides support with menu planning and shopping for clients who are preparing their own meals.
**Bedrooms**
All clients have their own room; they are encouraged to personalise it with photographs, posters, television, music system and other personal belongings. All bedrooms are in a good state of repair. Clients may move rooms, e.g. into an independent living unit, as part of their planned rehabilitation pathway.

**Access**
The Centre is accessible to clients and fully compliant with all current legislation. An environmental review is completed every year to ensure full accessibility to clients and to assess risk. The Centre benefits from a large number of therapeutic and recreational areas and has wide corridors to facilitate wheelchairs and walking frames. Two wheelchair accessible independent living units are available. Local amenities are accessible to all, with support as required; the Centre has two minibuses and a car to transport clients in the community.

**GP/Medical Cover**
The clients at the Brain injury Centre are normally registered with the local GP surgery, and attend appointments with the GP to address general health related issues. Our Neurorehabilitation Consultant will review clients, as needed; clients will receive support to attend appointments with their own Consultants, as appropriate, including: Neurorehabilitation Consultants, Neurologists, Orthopaedic Surgeons and Ophthalmologists.

Our Consultant Psychiatrist reviews the mental health of clients, as needed, and the visiting Orthotist provides advice regarding the splinting needs of clients. Direct referrals are made to the Continence Advisor and Podiatrist, as required. In addition, referrals are made via the GP to the Dietician and District Nurse, as needed. Clients have their vision assessed at the optician and receive support to attend Ophthalmology appointments or appointments at the Low Vision clinic. There is good communication within the multi-disciplinary team regarding client health issues to ensure that clients are supported effectively.

**Staff Training**
The ethos of the Centre is to provide excellent standards of practice to meet the needs of each client. High standards for recruitment of staff are employed focusing on equal opportunities and checks, including references and CRBs. All therapists and teachers are appropriately qualified and registered with the HPC and professional body, and must meet relevant professional guidelines. In addition, all Rehabilitation Support staff complete training in social care and must meet relevant professional guidelines. The whole staff team must adhere to the Centre's code of practice; staff performance is monitored through probation, supervision and regular appraisals. All staff complete induction and mandatory in-house training, which includes: Brain Injury Awareness, Disability Awareness, Behaviour Management, Safeguarding, Mental Capacity and DOLS, First Aid and Epilepsy.

**Fire Safety and Evacuation Planning**
Our policies and procedures satisfy the requirements of the Regulatory reform 2005 (Fire Safety Order) and arrangements are in place to ensure our fire safety system and fire detecting equipment is maintained to the highest standards. Moreover, a well planned and practiced procedure for a full evacuation of the premises is also operational, with training provided to all staff.

**Management Team**
The management team has appropriate qualifications and experience of working in the field of acquired brain injury. The Centre Management team leads and supports
the multi-disciplinary team, which has a department head in each discipline, each of whom has extensive experience.

**Transport**

QEF Neuro Rehabilitation Services has a range of adapted vehicles to facilitate the mobility of clients. All vehicles are subject to a planned general maintenance and undergo daily checks by the user and weekly checks by a competent person. All personnel involved in the driving of company vehicles have a valid driving licence and have received sufficient training to ensure safe loading, unloading and transporting of passengers, including wheelchair users. Policies and procedures are in place to ensure compliance with all requirements of DVLA and MHRS (Medicines and Healthcare products Regulatory Agency). Risk assessments and regular inspections take place to ensure the safety of passengers and compliance with requirements of H&S Legislation.

October 2011