

Brain injury rehabilitation: supporting your clients



The journey together: holistic and individually
tailored rehabilitation support pathways

BRAIN INJURY REHAB by
voyagecare 

Our approach

At Voyage Care, we work intensively with multi-disciplinary teams to rehabilitate and provide on-going care and support for people with brain injuries and complex needs. We have a collaborative process that encourages, educates and supports people to take control of their lives after a brain injury and regain their independence.

Focusing on improving your clients' quality of life, we work closely with you, your clients and their families to ensure support is:

1. defined based on the individual's needs,
2. guided by the individual's goals,
3. based in the community, and
4. inclusive of family and support networks.

Through person-centred and individualised support pathways, our rehabilitation programmes aim to improve function and reduce restrictions.

I rebelled a little bit at first, but then all the pieces of the jigsaw started fitting in and I saw it for what it was, which was my saviour.

Jackie, former resident of Sanderling House

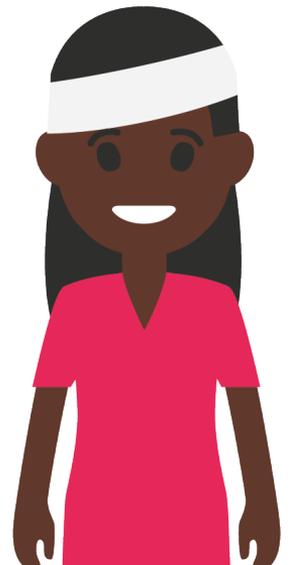
Additional needs

Many of the people we support with brain injuries also have further personal or complex needs, such as epilepsy, diabetes or substance misuse. Part of our rehabilitation support includes helping your clients to manage these additional needs through detailed support plans.

We understand how important it is for your clients to achieve and progress towards independence. We use proven methods to monitor progress and focus on improving your clients' cognitive and behavioural impairments.

We work with specialists to provide additional support, including:

- Neuro-therapists.
- Occupational Therapists.
- Speech & Language Therapists.
- Cognitive Behaviour Therapists.
- Counsellors.
- Art, Drama and Music Therapists.

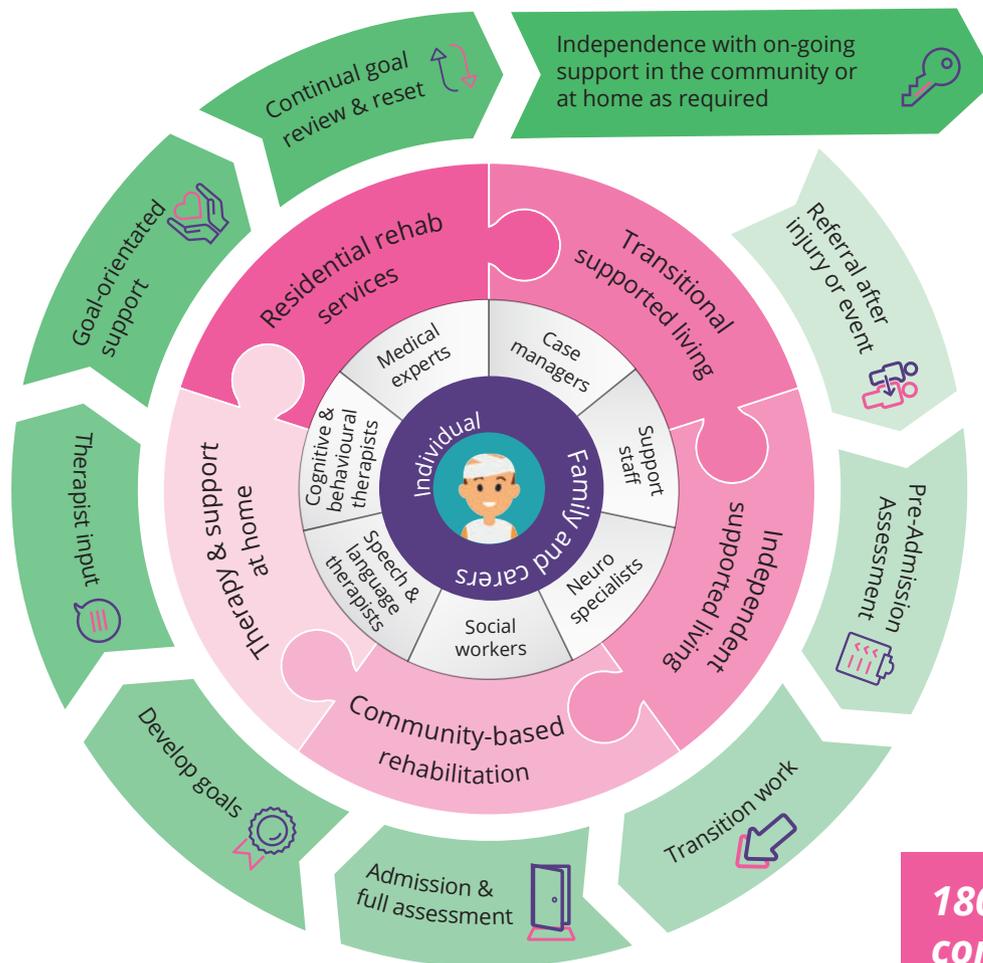


How we work with you

We work in partnership with you to achieve your clients' goals and support their health, social and emotional needs.

We understand the need for regular communication and have developed specific reporting to ensure collaborative working.

With our range of settings and robust, specialist brain injury rehabilitation processes, you can be reassured your clients' goals will be met through our care and support.



180+ places for community-based rehabilitation

Our specialist team

Overall oversight



Alan Marshall
Managing Director
MBA, qualified nurse

Clinical advice and support



Prof. Andrew Worthington
Clinical Services Consultant
Consultant in Neuropsychology
Rehabilitation

Direct point of contact from initial referral to transition



Louise Houghton
Placement Manager
14+ years experience
working with brain injuries

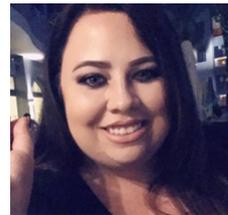


Victoria Richardson
Business Development Manager
Level 5 Diploma in Leadership
and Management

Management of on-going rehabilitation teams



Kim Kauldhar
Operations Manager
Postgraduate DMS and
Strategic Management &
Management Coach



Vicki Bennett
Operations Manager
Level 5 Diploma in
Leadership & 14 years
experience



Tracey Johnson
Clinical Operations Director
Registered nurse, expertise in
ABI, neurological conditions &
complex community support



Carly Demsey
Operations Manager
PGDip Brain Injury
Rehabilitation, PGCert Brain
Injury Management, Leadership
& Management for Care
Services Award

Specialist service managers, dedicated Therapy Co-ordinators, Neuro-therapists, Occupational Therapists, Speech & Language Therapists, Cognitive Behaviour Therapists, Counsellors, Art, Drama and Music Therapists.

Supporting your clients

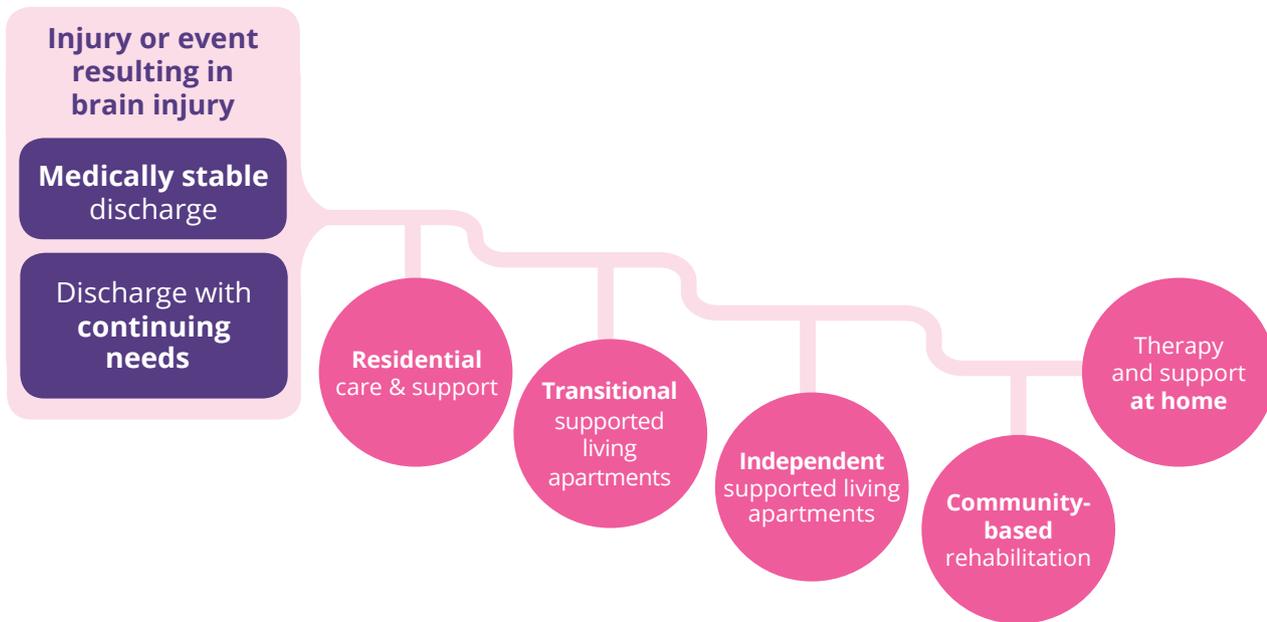
Our residential rehabilitation services are not designed to be homes for life – rather stepping stones towards independence and being able to participate safely and meaningfully in the community.

To provide the best support and recovery plans, we use person-centred approaches that reflect both what is important to your client and what will deliver the most positive outcomes.

Our goal is to help your clients regain as many skills as possible, through our rehabilitation pathway.

During the 6 months my son was supported by Voyage Care, the staff brought him back to good physical health and worked hard to improve his state of mind. We can't thank them enough.

Parent



Quality care and support at home, in the community or in a registered setting.

Average length of stays range from 12 weeks to 24 months.



Residential rehabilitation support

For clients that need more intensive, round-the-clock support, we have 19 residential rehabilitation services across the UK.

Our services:

- Are safe and homely environments that encourage functional rehabilitation.
- They have en-suite bedrooms and communal areas, such as spacious lounges and gardens, training kitchens, fully equipped therapy rooms and gyms.
- Support your clients to develop all aspects of daily living, including preparing meals, carrying out everyday tasks and building social relationships.

Our focus is on helping your clients improve their functional independence and work towards returning home or to a less dependent setting.

- **Our residential support** provides structured environments with regular programmes of sessional rehabilitation provided by our **specialist neuro-therapy teams** and implemented daily via dedicated **Therapy Co-ordinators**.
- Our **specialist Behaviour Therapists** provide support to monitor and manage behaviour including verbal, physical and sexual disinhibition.
- We support your clients to **get out and about** in the local area and visit family and friends.
- **We hold 12-weekly reviews** to monitor your clients' progress, set and continuously review goals for the future.



Specialist training and staff

We have a specific learning and development pathway for all staff working with people with brain injuries. Their training is tailored to meet the needs of the individuals they are supporting but also includes a number of advanced levels of brain injury support training.

As well as five mandatory modules delivered by expert trainers, we encourage our staff to complete a brain injury related apprenticeship and other e-learning awareness courses.

We have specialist training on a range of tools, such as Goal Attainment Scaling (GAS) and Therapy Outcome Measures (TOMS).

Senior managers can also work towards a Post Graduate Continuing Professional Development pathway.

Our staff are passionate about helping people with brain injuries.

I have worked in health and social care for over 15 years, with over 14 years specifically working in brain injury rehabilitation.

My vision is to give people we support the specialist care and opportunities needed to maximise their independence. To work intensively with them and provide ongoing care throughout their rehabilitation journey.

**Louise Houghton,
Placement Manager**



Transitional living

The majority of our residential services also have a number of fully equipped transitional living flats.

With their own open-plan kitchen, living and dining room, bedroom and wet room, these flats provide a more independent setting. They allow your clients to safely move on to the next step in their rehabilitation pathway, which includes:

- **An initial 12-week assessment period** to assess the possibility of moving into supported living or back into the community.
- **The creation of goals** to reflect the level of support your clients need to live as independently as possible.

- **Regular reviews** and package adjustments to ensure successful outcomes for your clients.
- The opportunity to trial **independent living** within a safe environment.
- **Sessional rehabilitation** through our specialist neuro-therapy team, implemented daily via dedicated Therapy Co-ordinators.

A tried and tested way of assessing independence skills before leaving residential care



Supported living

We have some supported living apartments linked to residential services. They are designed to give your clients all the benefits of independent living with the security of having our specialist support close by.

- Your clients will be able to **'buy in'** the exact amount of support they need. Our core and flexi models of support promote independence and provide value for money. We can also help your clients understand and access **Personal (Health) Budgets** as required.
- **Some apartments have their own tablets** by the door that allow your clients to call other apartments and see who is at the door, giving increased privacy.
- The tablets can also be used to **link into other optional assistive technologies** if your clients choose.
- Our **specialist neuro-therapy team** will provide sessional rehabilitation, implemented daily via our dedicated Therapy Co-ordinators.
- We'll work with your clients to **review their progress** on a regular basis and support them to set goals.
- **We'll support your clients** to plan and return home or to a less dependent setting depending on their needs.
- Working in partnership, we can help your clients source **bespoke housing** to facilitate moving on.



Continued support in the community

Once your clients are ready to step down from residential or supported living services, they can continue to access our community support services, either in their own homes, with family or at our day centres.

We work closely with your clients and the people in their lives to help them **live as independently as possible** and continue to **make their own choices**.

Our support workers can help them in a wide range of activities, ranging from looking after their homes or taking part in leisure activities to personal care.

As well as physical activities, we can also provide **emotional support** to give your

clients the confidence to try new experiences. These may be accessing a college course, returning to work or going on holiday.

We can also provide step up services as required through **respite or emergency cover** in order to mitigate the risk of more intensive support.

With the help of Voyage Care I have achieved so much. I have gained independence and daily living skills and can manage my health properly. I have so much more confidence.

Johnny



Clinical, nurse-led support at home

We can also support your clients who have on-going clinical care requirements even after they have returned home.

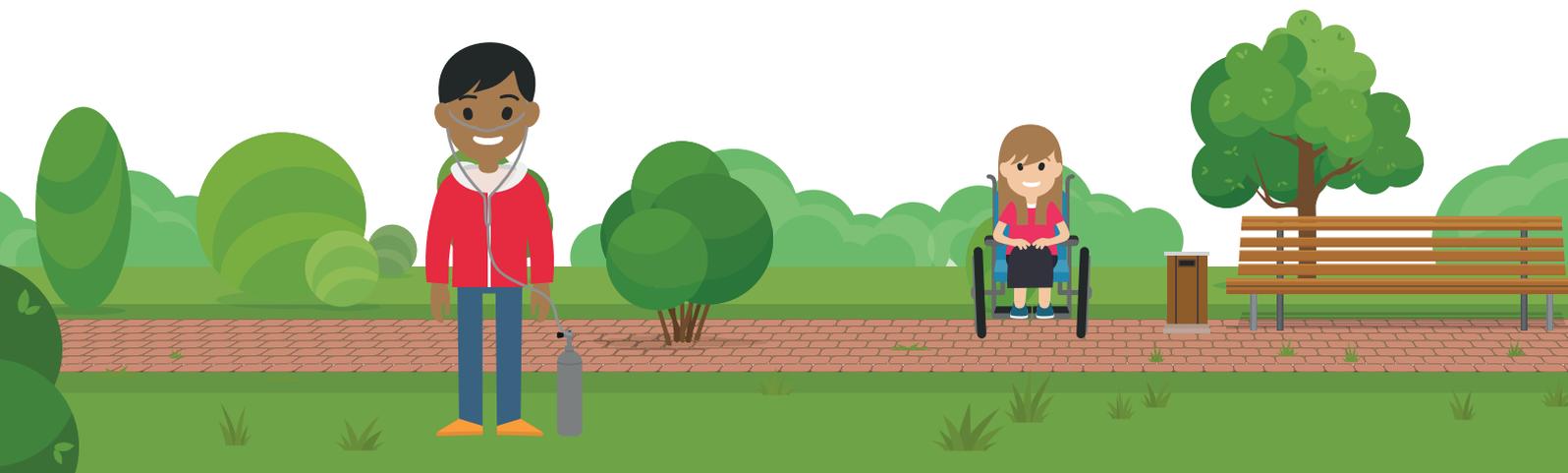
We understand that life after a brain injury can be challenging and the support your clients may need once returning home will vary in nature and complexity.

Our **highly skilled team** of registered paediatric and adult nurses and healthcare assistants work towards enabling each person to **reach their full potential and an improved quality of life.**

As a clinically-led team, we are able to provide support for any additional complex needs a person may have, including but not limited to:

- Tracheostomy care.
- Ventilation needs.
- Seizure management.
- Bowel & bladder management.
- Enteral feeding.
- Postural management.

Tailored, clinically-led home care services allow your clients to remain independent in the comfort of their own homes, without compromising on the quality of their care.



Assistive technology & specialist equipment

We can help your clients take advantage of **additional personalised technologies** to help them become more **independent, enhance their existing skills** and **support them to safely take positive risks**.

We work with partners, such as Appello, to provide the latest advancements in assistive technology.

We can provide:

- **Specialist physio equipment**, such as Tilt Tables, adapted treadmills & exercise bikes, ceiling tracking hoists and access to Hydro-therapy.
- **Specialist occupational therapy equipment**, including dedicated training kitchens, adapted equipment and specialist SALT equipment, such as Talk-tools and communication aids like I-Gaze.



Examples of assistive technology we can support you with include:



Epilepsy sensors to detect seizures.



Environmental controls, helping you turn your TV or lights on and off, open and close your curtains or doors.



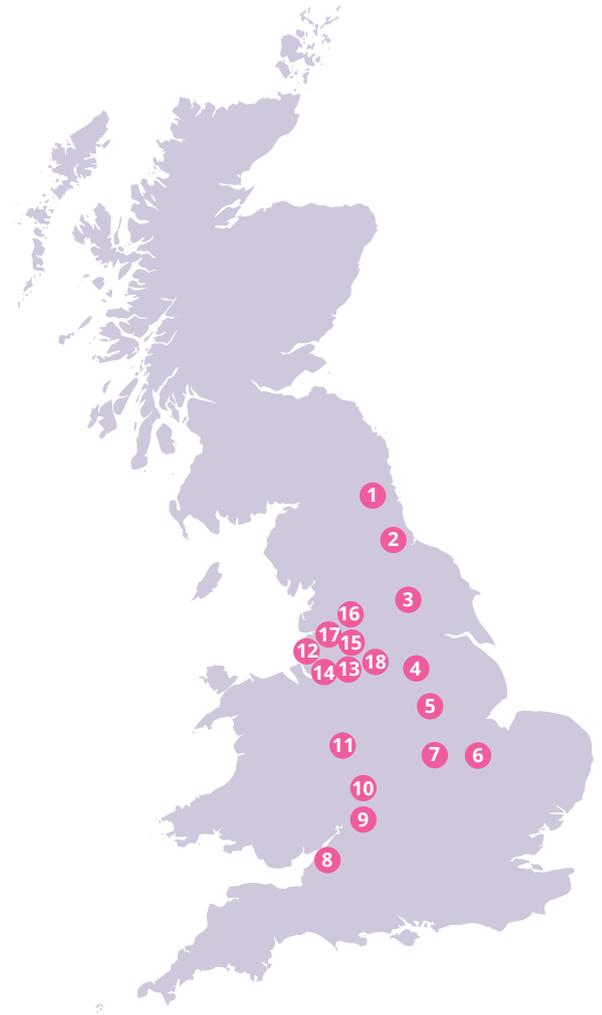
Sensors on your bed or chair that tell our staff if they are occupied and alert us if you need support.

Our rehabilitation services

Our 18 brain injury rehabilitation services provide over 180 places for community-based rehabilitation. 16 of our services are accredited by Headway – the brain injury association and are regulated by the CQC.



- 1 Carville Road, Wallsend, Newcastle upon Tyne**
12 ensuite bedrooms and two transitional living flats plus therapy rooms.
- 2 Woodlands, Middlesbrough, North Yorkshire**
Ten en-suite bedrooms and one self-contained flat. There are three step-down bungalows.
- 3 Summerfield Court, Leeds, West Yorkshire**
Ten ensuite bedrooms and seven self-contained apartments.
- 4 Markham House, Bolsover, Chesterfield**
11 en-suite bedrooms, three with height-adjustable kitchen facilities, plus two self-contained bungalows.



One person said, "This [Woodlands] is brilliant. I have come such a long way and improved. The staff are brilliant too." Another person said, "They [staff] are fantastic. Without them I wouldn't have made so much progress."

**CQC report
Woodlands**

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|--|---|--|--|
| 5 Glasshouse Hill, Codnor, Derbyshire | Eight en-suite bedrooms and three self-contained apartments, plus a training kitchen and gym / physio room. | 12 Sanderling House, Formby, Merseyside | Seven en-suite bedrooms. |
| 6 Willowbrook, Leicester | Six en-suite bedrooms, adjustable tables, ceiling tracks, adapted bathrooms and a games / activity room. | 13 Maeres House, Widnes, Cheshire | Eight en-suite bedrooms plus a training kitchen. |
| 7 Marner House, Nuneaton, Warwickshire | Eight en-suite bedrooms, four transitional support units and four Supported living bungalows. | 14 Walker Lodge, Liverpool, Merseyside | Eight en-suite bedrooms plus an activity / therapy room. |
| 8 John Cabot House, Bristol | Six en-suite bedrooms, a training kitchen and two self-contained, ground floor apartments. | 15 Agricola House, Bury, Greater Manchester | Eight en-suite bedrooms and a training kitchen. |
| 9 London Road, Gloucester | Ten en-suite flats, a large activity room and two wheelchair accessible vehicles. | 16 Rossendale Road, Burnley | Seven en-suite bedrooms and six apartments plus an activity room and training kitchen. |
| 10 Theoc House, Tewkesbury, Gloucestershire | Eight en-suite bedrooms and two self-contained apartments. | 17 Lorenzo Drive | Eight en-suite bedrooms, four transitional living flats and eight supported living apartments. |
| 11 Cedar Road, Dudley, West Midlands | Nine en-suite bedrooms. | 18 Devonshire House | A 24-bed purpose built service. Communal spaces, sensory garden and domestic laundry. |

About Voyage Care

Voyage Care, a specialist provider with 30 years' experience, are experts in supporting people with brain injuries and other complex needs, such as learning disabilities, physical disabilities and autism.

We are committed to providing person-centred, high quality care and support, demonstrated by our sector-leading quality ratings. In England, 94% of our registered locations are rated as Good or Outstanding* by the Care Quality Commission. 100%* of our Scottish and Welsh registered locations are rated as compliant by the Care Inspectorate and Care Inspectorate Wales.



16 of our brain injury rehabilitation services across the UK are accredited by Headway – the brain injury association.

**Data accurate as of August 2021*

Start your journey with us today

To find out more about our brain injury rehabilitation services or to discuss how we can support your clients, contact our friendly team on the details below.

