



Community Support

To make Headway more accessible we provide services outside of the Headway Centre in Frenchay.

The Withywood outpost runs every Thursday at the Withywood Centre. It provides the same service as our day centre. We aim to set up more day services in North Somerset and South Glos to make our service more accessible.

Our Outreach Service helps adults with acquired brain injury and their families to achieve long-term improvements in the quality of their lives. We achieve this through working with them in their own homes and developing links in their local community. The service offers an Outreach Support Worker, someone skilled and experienced in working with people with a brain injury, to work on a one-to-one basis on agreed rehabilitation goals.

Who is it for

Adults over 18 years with a confirmed diagnosis of a brain injury, living in Bristol, South Glos, North and North East Somerset.

The individual's community support program must be working to achieve at least one of the following:

- Personal development
- Increasing independence
- Behavior management
- Reducing isolation
- Social interaction
- Peer support
- Respite for carer

We are unable to provide the community support service for individuals requiring personal care and individuals who are unable to mobilise independently.

Where and when

Outreach can be provided from a person's home or at another venue. The outreach service is available Monday-Friday 9:30am - 4:30 pm.

My daughter has only been attending Headway and had the support of Headway carers in the home for five weeks. We have been extremely happy with all the support to my daughter and us as a family, also the improvement she has made. Thank you.

"I am very thankful and appreciative of all the hard work you do for him and the huge boost in confidence and his abilities you have given him"



Outreach and Community Support

What is offered?

The outcomes we aim to achieve for our community support service users are similar to those at the Headway Centre, with a focus on one-to-one support and helping them to develop local resource networks within their community.

The service supports the individual to identify and enable them to work on their goals and aspirations, which will enhance and enrich their lives.

Because every service user is different, no session is the same, some of the activities that **individuals have gained or regained skills in** are:

- Organising, working around memory problems.
- Housework, gardening or planning and preparing a meal
- Using public transport
- Access to education, employment and volunteering
- Relating better to family members.
- Coping with paperwork.
- Accessing services and financial benefits.
- Health and fitness, i.e gym, swimming
- Budgeting and shopping.

What do people get from it

The outreach service can benefit the individual in a variety of ways;

- It is accessible as the support worker visits them in their own home.
- They are supported to carry out activities at their own pace that are meaningful and of interest to the individual.
- The outreach service gives them the opportunity to practice and then trial activities independently, enabling them to regain their confidence and independence.
- Carrying out tasks in their own home and local area allows the individual to apply the skills they have learnt in the Headway centre in setting familiar to them increasing the likelihood of success and giving the individual a sense of achievement.

Frequency and length of service

- Set hours will be agreed in the service users care plan; they usually range from 2-6 hours once or twice a week.
- The length of any particular appointment will depend on a number of factors. For example, The ability of the individual to maintain concentration, the activities being undertaken, whether the visit includes an appointment elsewhere with another agency, if the visit will include some work with other family members or the visit is to deal with a crisis situation
- People can receive the outreach service for as long as they need, we regularly assess individual's progress and we will continue to support them for as long as they are benefiting from our service.



Outreach and Community Support

How can you access the service

We cover all of Bristol, South Glos, North-Somerset, and North East Somerset.

Referrals can come from the:

- Local authority (PCT or Social Care)
- Self referral or by a carer
- Direct payments
- Solicitor
- Rehab agency

The referring authority will need to make contact with Headway Bristol through the Day Centre Manager. If the person is felt to be appropriate the manager will arrange a meeting with the individual, social worker/referrer (and family/carer if appropriate). For the person to be accepted a full assessment and care plan must be completed and funding agreed.

Contact information

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