



Headway Bristol

# Support

Headway Bristol offers support for those who have suffered a brain injury, their families and carers.

## Resource library

The Headway Bristol Resource Library plays an essential role in our support provision. It houses a wide range of information and literature about other service providers as well as appropriate books, DVDs, fact sheets, reference books and materials for brain injured people, their parents/carers and other professionals.

Service users and visitors to the Resource Library tell us they find it a relaxed, friendly and welcoming space and they are delighted with the range of books and information available. The library provides a quiet refuge that is often used by carers and professionals to provide support. We continue to develop and improve the library and its resources.

*The library leaflet is available to download in PDF format from our website. If you would like to receive a copy of our leaflet by post, please feel free to contact us.*

## Who is it for?

Anybody who has had a brain injury, their families and carers can receive support from us.

We also welcome and encourage professionals and people working with the brain injured to access our resource library and visit our centre to learn about our services and access information and resources on and linked to brain injury.

## Where, when and how to access the service?

Support can be given in person, over the phone or via e-mail. Our opening hours are 10am-4pm.

The resource library is based in the Headway Centre and is open between 11am-3pm, you are welcome to drop in at anytime. However, we recommend you call ahead to ensure a member of staff is available to support you with any queries you may have.

*"It is good to be able to talk and know you are understood, about your feelings and trials that you may be going through."*

*"I would like to take this opportunity of thanking you all for your dedication to Headway. I feel sometimes I am in danger of taking you for granted, So thank you all very much for all the hard work you do for our loved ones."*



# Support

## What is offered

**Crisis support** -We offer immediate crises support for families following a relatives admission to hospital. We will visit you on the ward, in your home or in a private and confidential room in the Headway Centre. We have regular contact with the neurological wards at Frenchay Hospital, who will provide relatives with a Headway Bristol support pack.

**One to one support** -Individuals can call to arrange support meetings both within and outside of the Headway centre, we have a number of individuals who can offer different support depending on the need

- ◇ Support from professional experts
- ◇ Support from those who have experienced a brain injury
- ◇ Support from those who are a family member of someone with a brain injury
- ◇ Support from those who are carers for someone with a brain injury

**Drop-in-Evening** -We hold a monthly drop-in where people who have suffered brain injuries can meet informally and gain friendship through peer support. This is a great way of opening up our services to individuals who don't attend the centre and for individuals who no longer attend and of course all our attendees are welcome.

**Drop-in - Future plans** - By February 2012 we aim to run a twice weekly drop-in where individuals who have had a brain injury, their friends, family or carers can visit the Headway center and receive support and help finding information within the resource library. This will be widely promoted and open to anybody. We are in the process of developing links with other advice agencies who will be able to come in and offer specialist support.

**Social evening** –Anybody who has had a brain injury is welcome to attend the social group. This is a great opportunity to get to chat and get to know one another a bit better and have lots of fun.

**Confidential room** -The resource library can be used as a confidential room in which to offer support. It is a welcoming and relaxing space where you can access the resources, computer and television. Please phone at least 24hours ahead to ensure the room is available.

**Signposting** –We have close links with a number of agencies that can offer a wide range of services, support and advice. The resource library house a wide range of leaflets, information and contact details of services beneficial to those who have had a brain injury.

## Contact details

Headway Bristol, Frenchay Beckspool Building, Frenchay Park Road, BRISTOL BS16 1LE.  
www.headwaybristol.org.uk, Tel no. **0117 3403771**,  
e-mail. **info@headwaybristol.org.uk**

## Useful numbers

Headway UK nurse-led helpline offers confidential support and advice on the effects of brain injury. Open Monday to Friday 9am-5pm  
www.headway.org.uk, Tel no. **08088002244**, e-mail **helpline@headway.org.uk**



## Drop In, Information and Support service

### **Why does Headway offer a weekly Drop In?**

The drop in is an excellent extension to Headway Bristol's already existing support service. Trying to find reliable and objective information can be bewildering for people suddenly faced with a life-changing head injury. Headway Bristol's resource Library holds a wide range on information about all aspects of brain injury a member of staff will facilitate the Drop In and support you to access our resources. Headway Bristol is aware, that a number of people they support, their families and carers, feel socially excluded because of their disability. This drop in is a great way to meet people in a similar situation and to share experiences.

### **When and where does the drop in take place?**

The drop in will take place every Tuesday 11:30-12:30 and every Thursday 3:00-4:00. At the Headway Bristol centre in the resource library.

### **Is there a cost?**

The drop in is a free service. However, a small donation will be greatly appreciated for refreshments and to cover costs of photocopying and printing.

### **Who is involved?**

This service is available for anybody who has had a brain injury, their family and carers. All sessions will be facilitated by a member of staff.

## Free Counselling Service

### **What is counselling?**

Counselling is not about giving advice but offers a safe environment which enables clients to look at various aspects of their life and relationships, a place where they can be listened to and heard. You will be given time to explore any difficulties you may be experiencing.

Counselling provides an opportunity to reflect on life's events and the changes that have taken place. It provides help in working through various losses and adjusting to new situations, as you begin to face the reality of life as it is now. At Headway, the counsellor will assist you with any communication problems you may be experiencing during the session.

### **Why does Headway offer a counselling service?**

Having a brain injury can affect feelings and emotions in many different ways. Sudden changes at home, at work, in social relationships and with friends and family can often have a huge impact on how you feel about yourself and your life. While everyone develops their own way of managing these changes in time, you may not always feel able to cope on your own or know where to turn to for support.

Counselling offers the opportunity to explore and talk through whatever may be on your mind with a trained professional who has the time, skills and objectivity to listen without getting upset or over-involved. Counselling can help you to discover how issues affect you and what your strengths and resources are within your situation. The counselling sessions are confidential and offer you a chance to talk openly in a safe, sensitive and supportive setting. Our service is special as it combines counselling skills with an understanding of the impact that brain injury has on the individual, the family members and the carers. At Headway, we recognise the difficulties of living with brain injury, the challenges it presents, the powerful feelings it creates and how it can affect relationships with family and friends.

### **How do I arrange counselling?**

Counselling is by appointment only. If you wish to take up the offer of counselling contact us on 01173403771 or e-mail at [info@headwaybristol.org.uk](mailto:info@headwaybristol.org.uk). The counsellor will then arrange to see you for a preliminary session where counselling will be explained and you can begin to tell your story and share your needs. For counselling to be effective, there needs to be some continuity so if counselling is considered appropriate, further sessions will be arranged at the end of the preliminary session.

### **Cost**

Headway provides a free counselling service to attendees, members of their immediate family and carers.

### **When and where do the counselling sessions take place?**

The counsellor will be in the centre every Friday between 10am-4pm. All counselling sessions will take place at Headway Bristol, Frenchay Hospital; the sessions will be held in our resource library and will be private and confidential.



# Support

## Outcome measures

This graph demonstrates the number of people we have provided support to.

