

# 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

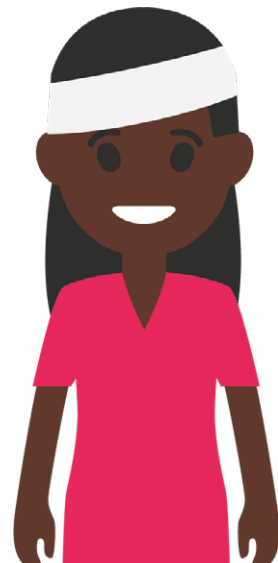
# Additional needs

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.

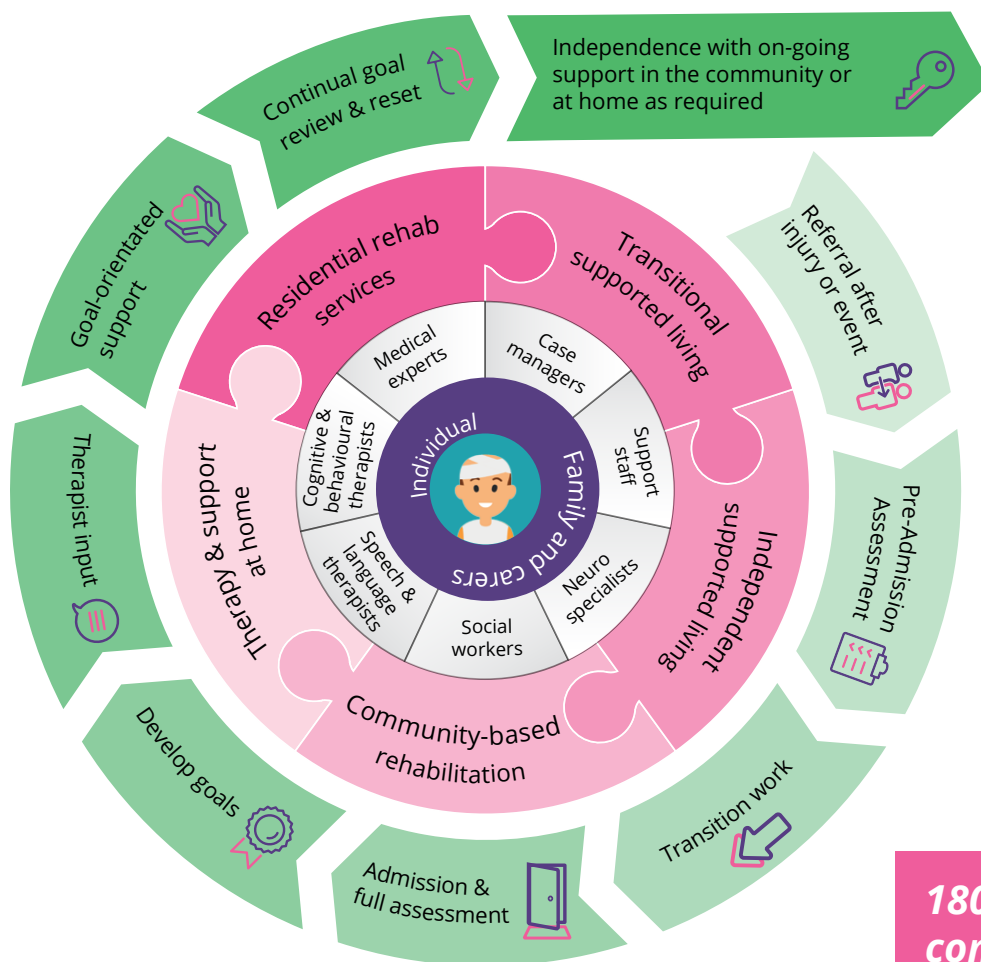


# How we work with you

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



**Vicki Bennett**  
Operations Director  
*Degree in Chartered Management*



**Alan Marshall**  
Director of New Development  
*MBA and qualified nurse*



**Prof. Andrew Worthington**  
Consultant  
*Consultant in Neuropsychology Rehabilitation*

## Management of ongoing rehab teams



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



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



**Leanne Denison**  
Operations Manager  
*Level 5 Diploma in Leadership & Management & 13 years' experience working with brain injuries*



**Kayley Sharp**  
Therapy Manager  
*Level 5 Diploma in Leadership and Management, 15 years' experience working with Brain Injury.*

## Direct point of contact from initial referrals



**Louise Houghton**  
BIR Placements Manager  
*18 years experience working with brain injuries*



**David Bruin**  
BIR Placements Manager  
*Level 5 Diploma in Leadership and 15 years working within the Health and Social Care Sector*



**Other teams include:** Specialist Service Managers, dedicated Therapy Leads, Neuro-therapists, Occupational Therapists, Speech & Language Therapists, Cognitive Behaviour Therapists, Counsellors, Art, Drama and Music Therapists.



# Supporting your clients

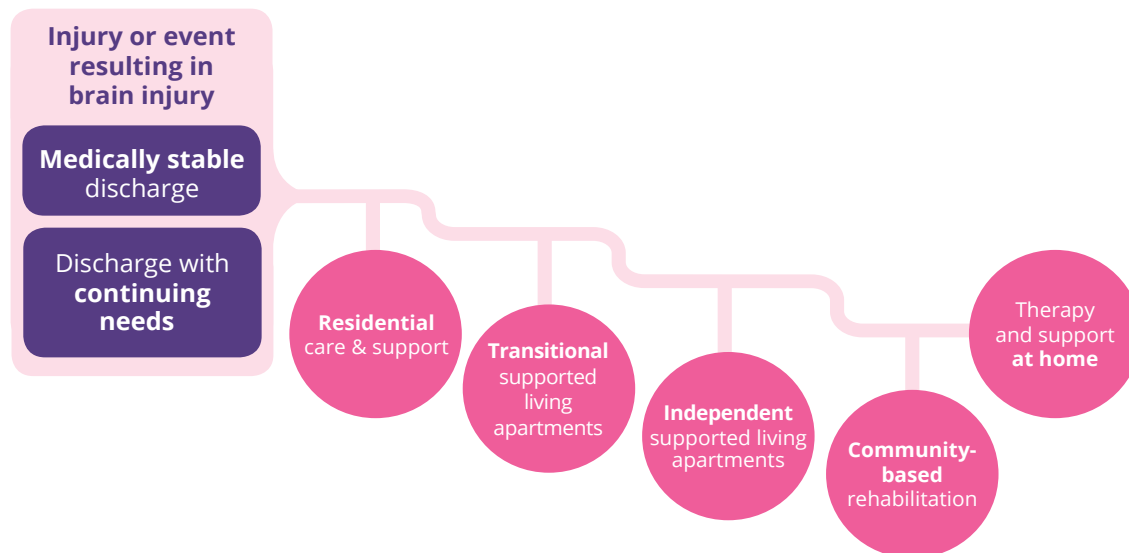
Our residential rehabilitation services are not designed to be homes for life – rather **stepping stones towards independence** and being able to participate safely and meaningfully in the community.

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 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 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.

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



# 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 advanced levels of brain injury support training.

Our staff are passionate about helping people with brain injuries, so we're passionate about supporting their learning needs so they can deliver the best possible care and support.

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.

*I have worked in health and social care for over 19 years, with over 18 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**



Proactive and  
person-centred  
approach to support  
ensures transitions  
are **positive and  
smooth.**





# 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**.



# 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 with a wide range of activities, ranging from supporting them to look after their homes or, take part in leisure activities or assist with personal care.

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

clients the confidence to try new experiences. This includes 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**





# Support for additional personal and complex needs

Many of the people we support with brain injuries also have further personal or complex needs. Part of our rehabilitation support includes helping you manage these additional needs through **detailed support plans**.

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.

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

Our **highly skilled team** work towards enabling each person to **reach their full potential** and quality of life. We also have a team of trained nurses that support our services in managing more complex needs and nursing tasks.

Our **expertly trained nurses** are able to provide support for complex needs including but not limited to:

- Epilepsy
- Diabetes
- Substance misuse
- Percutaneous endoscopic gastrostomy (PEG)
- Emergency rescue medication





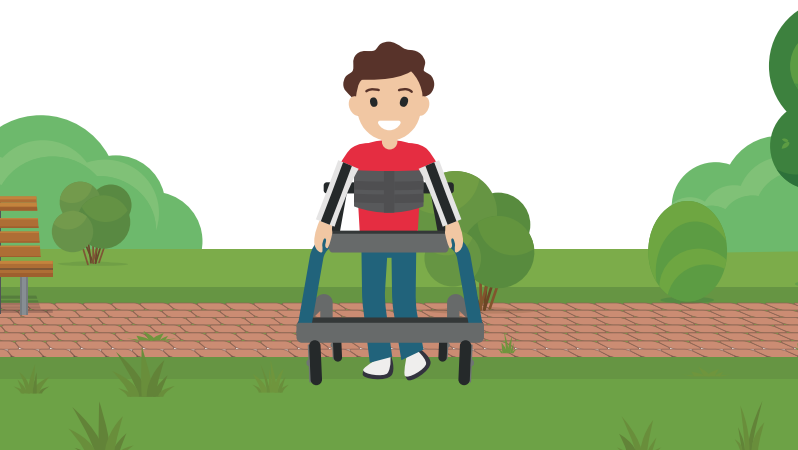
# Assistive technology & specialist equipment

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/off or open/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.

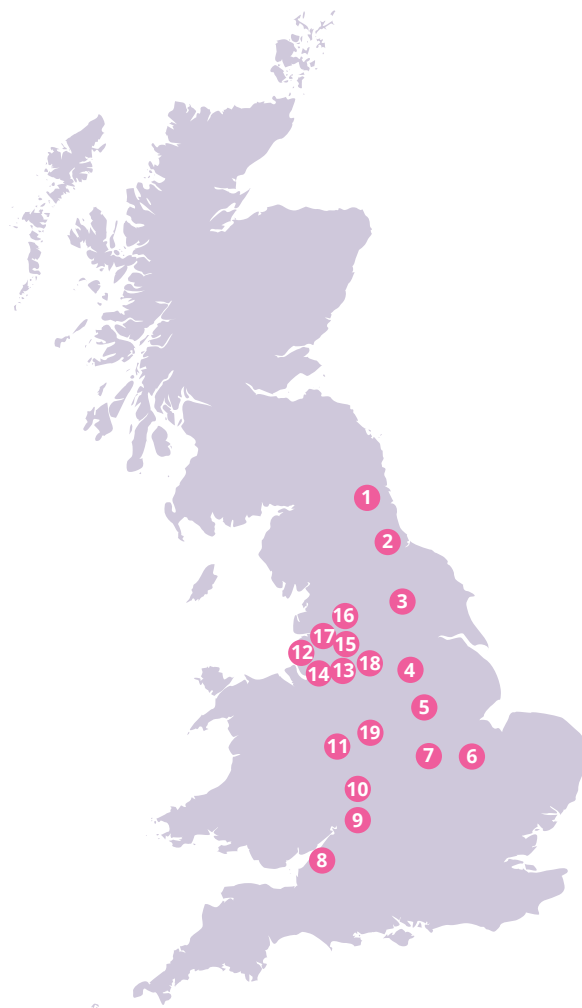
# Our rehabilitation services

Our 19 brain injury rehabilitation services provide over 180 places for community-based rehabilitation. 15 of our 19 services are **accredited by Headway** – the brain injury association.



the brain injury association

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



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

**CQC report  
Woodlands**

<b>5</b>	<b>Glasshouse Hill, Codnor, Derbyshire</b>	Eight en-suite bedrooms and three self-contained apartments, plus a training kitchen and gym / physio room.
<b>6</b>	<b>Willowbrook, Leicester</b>	Six en-suite bedrooms, adjustable tables, ceiling tracks, adapted bathrooms and a games / activity room.
<b>7</b>	<b>Marner House, Nuneaton, Warwickshire</b>	Eight en-suite bedrooms, four transitional support units and four Supported living bungalows.
<b>8</b>	<b>John Cabot House, Bristol</b>	Six en-suite bedrooms, a training kitchen and two self-contained, ground floor apartments.
<b>9</b>	<b>London Road, Gloucester</b>	Ten en-suite flats, a large activity room and two wheelchair accessible vehicles.
<b>10</b>	<b>Theoc House, Tewkesbury, Gloucestershire</b>	Eight en-suite bedrooms and two self-contained apartments.
<b>11</b>	<b>Cedar Road, Dudley, West Midlands</b>	Nine en-suite bedrooms.

<b>12</b>	<b>Sanderling House, Formby, Merseyside</b>	Seven en-suite bedrooms.
<b>13</b>	<b>Maeres House, Widnes, Cheshire</b>	Eight en-suite bedrooms plus a training kitchen.
<b>14</b>	<b>Walker Lodge, Liverpool, Merseyside</b>	Eight en-suite bedrooms plus an activity / therapy room.
<b>15</b>	<b>Agricola House, Bury, Greater Manchester</b>	Eight en-suite bedrooms and a training kitchen.
<b>16</b>	<b>Rossendale Road, Burnley</b>	Seven en-suite bedrooms and six apartments plus an activity room and training kitchen.
<b>17</b>	<b>Lorenzo Drive, Merseyside</b>	Eight en-suite bedrooms, four transitional living flats and eight supported living apartments.
<b>18</b>	<b>Devonshire House, Manchester</b>	A 24-bed service with communal spaces, sensory garden and domestic laundry.
<b>19</b>	<b>Rugeley Road, Staffordshire</b>	Purpose-built service with seven self-contained flats.

# About Voyage Care

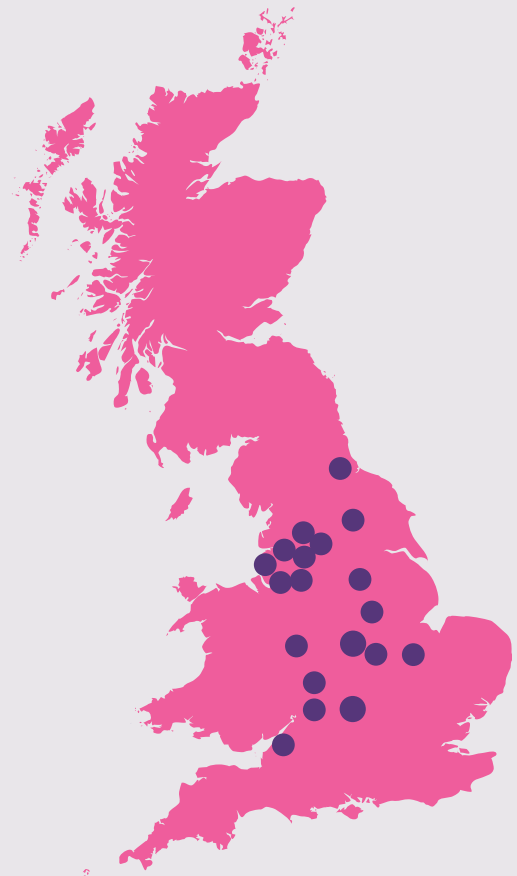
Voyage Care, a **specialist provider** with 35 years' experience, are experts in supporting people with brain injuries and other complex needs, such as learning disabilities, physical disabilities and autism.

We are committed to providing person-centred, high quality care and support, demonstrated by our sector-leading quality ratings. In England, 92% 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.



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

*\*Data accurate as of February 2023*



## 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.



**0800 035 3776**



**[referrals@voyagecare.com](mailto:referrals@voyagecare.com)**



**[www.voyagecare.com/care-and-support/brain-injury](http://www.voyagecare.com/care-and-support/brain-injury)**

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