




# Riverway Lodge: Neurological support service

Riverway Lodge is a 25-bed specialist service in Stockton-on-Tees for adults with **complex neurological needs**. We provide a stable, therapeutic environment that supports recovery, confidence and independence.

The service offers **three care pathways** across **three different wings**, enabling us to match individuals by need and compatibility:

-  **Residential support:** 15 en-suite bedrooms offering structured, consistent rehabilitation.
-  **Transitional living:** A step-down pathway focused on building independence with continued specialist input.
-  **Extended stay:** Self-contained apartments for longer term living with flexible support levels.

## Additional features include:

-  Large open plan kitchen and dining area
-  Garden view communal lounges
-  Low stimulus spaces for emotional regulation
-  Team offices, meeting rooms and training facilities



## Referral process

We provide a transparent, responsive referral process, aiming to complete assessments and **return a full proposal within 72 hours**.

- **Initial enquiry:** Discussion with our referrals team
- **0-24 hrs:** Screening by Service/Operations Manager
- **24-48 hrs:** Care Needs Assessment and face-to-face review
- **48-60 hrs:** Clinical MDT review and recommendations
- **60-72 hrs:** Full proposal returned to referrer

## Transition & ongoing support

- Structured transition planning ensures a safe, well-managed move
- Regular reviews track progress and adjust support as needed

**Our focus is on safe placements, reduced delays and positive long-term outcomes.**

## Referral inclusion & exclusion criteria

### We can support:

- ✔ **Overlapping needs** such as acquired brain injuries, neurocognitive impairment, mental health after-care or functional support.
- ✔ Adults needing **structured residential rehabilitation** and recovery.
- ✔ Needs above standard residential care but **below hospital or crisis level**.
- ✔ **Clear rehab purpose:** recovery, stabilisation or risk-reduction.
- ✔ Risks that can be **safely managed** within a residential care setting.
- ✔ Those who are clinically stable and **not requiring acute medical or psychiatric admission**.
- ✔ **Mental health after-care** is in place with clear statutory responsibilities and relapse/crisis plans.
- ✔ Substance/alcohol history stable: **no acute intoxication, withdrawal or detox needs**; relapse risk manageable.
- ✔ Individuals **compatible with the current cohort** and the therapeutic environment.

### We're unable to support:

- ✘ **Acute medical care** or unstable physical health needing hospital intervention.
- ✘ **Inpatient psychiatric care**, crisis containment or hospital-level observation.
- ✘ Individuals needing **secure or forensic care** beyond an open residential setting.
- ✘ Those requiring **detoxification** or in active substance/alcohol dependence or withdrawal.
- ✘ **Unmanageable self-risk:** active suicidal intent or self-harm risk needing higher observation.
- ✘ **Unmanageable risk to others:** violence, aggression, sexual risk or fire-setting beyond safe management.
- ✘ Those where admission would **destabilise the current cohort** or therapeutic environment.
- ✘ Needs that **exceed service capability** for nursing, medical, psychiatric, behavioural or environmental support.



## Get in touch

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