

Northumberland Head Injuries Service

Patient Information Leaflet



Welcome

This leaflet provides you with information about Northumberland Head Injuries Service. If you have any questions about anything in this leaflet please ask a member of the team.

What is Northumberland Head Injuries Service?

Northumberland Head Injuries Service offers a range of services for people who have sustained a traumatic brain injury. We provide services for Northumberland residents from the age of 16 years upwards.

Team members

The following staff work in the team. All, or any of them may work with you to assist in the achievement of your rehabilitation goals.

Physiotherapists

- Provide individual assessment and treatment for your movement problems, dizziness or fitness.
- Provide exercise advice.
- Offer a hydrotherapy service if appropriate.
- Make recommendations for orthotics and wheelchairs.

Occupational Therapists

- Carry out daily living assessments.
- Assist with self care skills and equipment.
- Assist with the development of independent living skills.
- Support you with vocational rehabilitation (eg, return to work, exploring college/voluntary opportunities).
- Make recommendations for minor works and housing adaptation.

Clinical Psychologists

- Carry out assessments and therapy aiming to support you to adjust to the changes experienced after your brain injury.
- Provide cognitive assessments and strategies to compensate for difficulties with memory, concentration, planning, etc.
- Provide assessment and support with anger management.

Speech and Language Therapist

- Carries out assessments and therapy to help with communication and swallowing problems.
- Makes recommendations for communication aids where appropriate.

Consultant in Rehabilitation Medicine

- Provides a medical overview and a range of interventions, such as pain management and treatments to help alleviate problems with tone and muscle spasm.
- Makes recommendations to your GP regarding appropriate medication.
- Liaises with other doctors involved in your care.

Community Practitioners

- Will work closely with you to identify your rehabilitation, health care and social support needs
- Will work in partnership with you and with other members of the team to set out the goals that you would like to achieve and to ensure that the ongoing involvement with the team is meeting your needs.
- Offer you and your family advice and support.

Social Workers

- Will assess your care needs under the Care Act where required. They will then work in collaboration with you, as far as possible to develop an appropriate Care and Support Plan. This will be monitored and reviewed with you to ensure that it continues to meet your needs, and so that any changes may be made as necessary.
- Will offer a Carers Assessment where this is required.

Assistant Practitioner

- Will work under the direction of the therapists to support you to achieve your agreed therapy goals.

Your family and friends

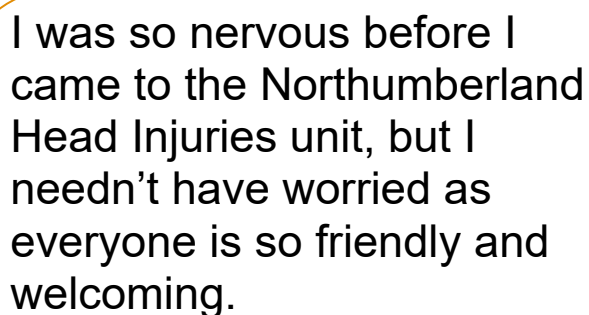
We encourage you to bring a partner, friend, or other family member along with you to the initial assessment. Our team offers support to them too.

Your initial assessment

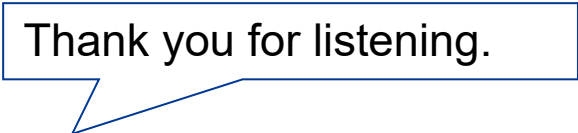
You have had a brain injury, there may be questions you wish to ask. A good idea would be to write them down before coming to your initial assessment, we will do our best to answer them.

What other service users say

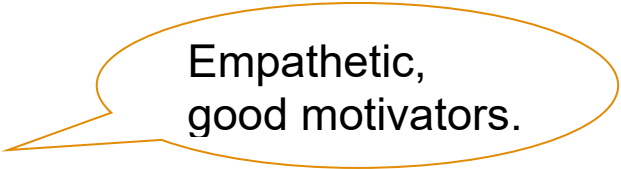
In compiling this leaflet we consulted with other service users. Some told us they felt scared and daunted at the prospect of their first meeting with our Service. Here are a few of their thoughts now:



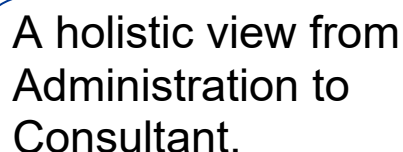
I was so nervous before I came to the Northumberland Head Injuries unit, but I needn't have worried as everyone is so friendly and welcoming.



Thank you for listening.



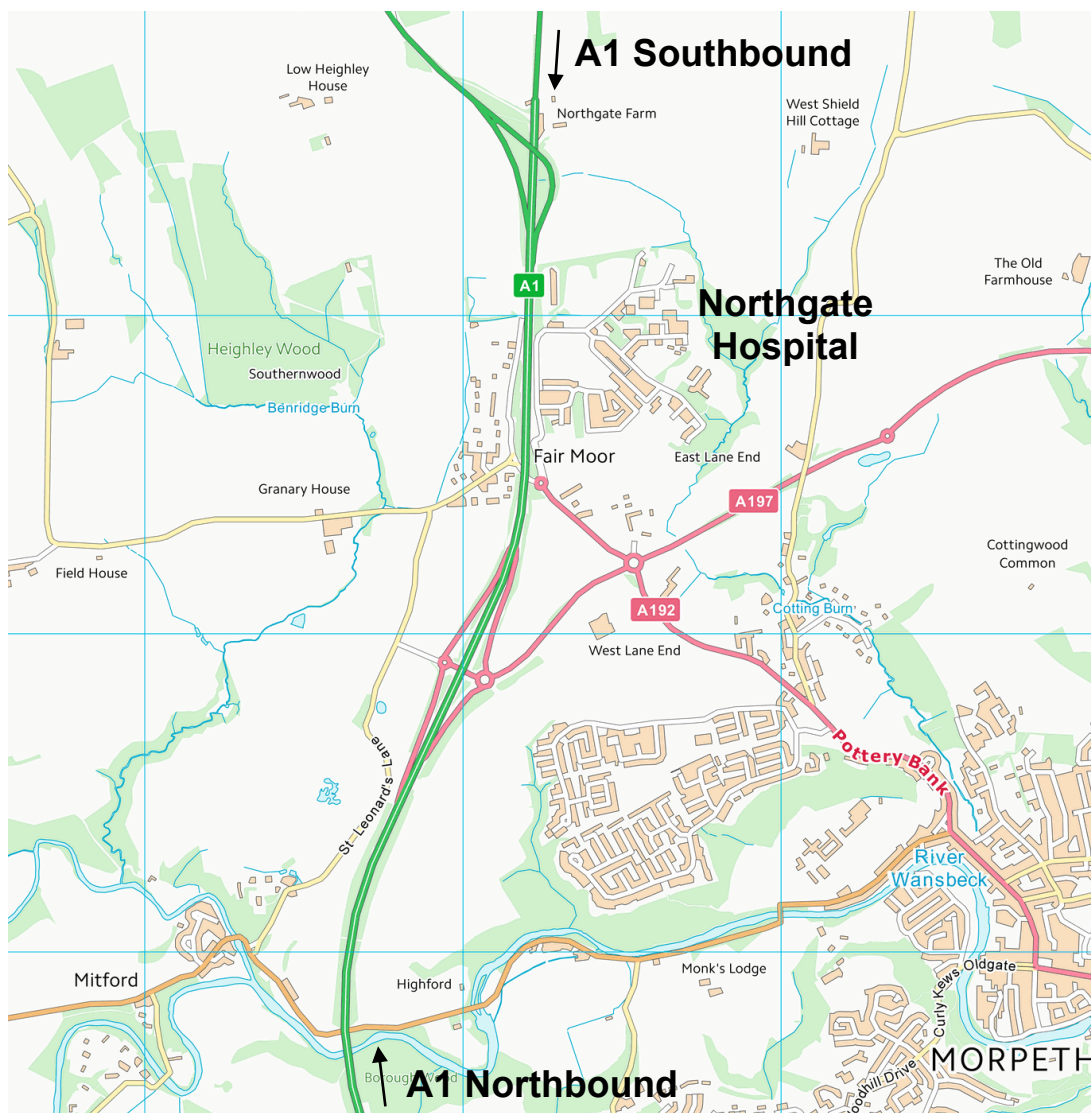
Empathetic,
good motivators.



A holistic view from
Administration to
Consultant.

How to find us

Most people arrive by car. Pay and display car parks are available within the hospital grounds. Parking at Northgate Hospital site can sometimes be a problem during busy times. If you cannot find a parking space please ask for assistance at our department, and we will try to help.



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From A1 Northbound – Take exit towards A197/A192. At the roundabout, take the 3rd exit onto Morpeth Northern Bypass. At the roundabout take the 1st exit and stay on Morpeth Northern Bypass. At the roundabout, take the 1st exit onto A192. Look for the petrol station on the right. After the petrol station turn right following the Northgate Hospital sign, turn immediately left and then right again. Follow the road around into the hospital grounds, passing St Andrews Gardens housing estate.

From A1 Southbound – Take the exit toward A197/A192. At the roundabout take the 1st exit onto Morpeth Northern Bypass. At the roundabout, take the 1st exit onto A192. Look for the petrol

station on the right. After the petrol station turn right following the Northgate Hospital sign, turn immediately left and then right again. Follow the road around into the hospital grounds, passing St Andrews Gardens housing estate.

From Morpeth town centre – Take the A192 northbound for 2 miles, look for the petrol station on the right. After the petrol station turn right following the Northgate Hospital sign, turn immediately left and then right again. Follow the road around into the hospital grounds, passing St Andrews Gardens housing estate.

There is a limited Arriva bus service which passes the Northgate Hospital site. For more information on bus times call: **Traveline 0871 200 2233**

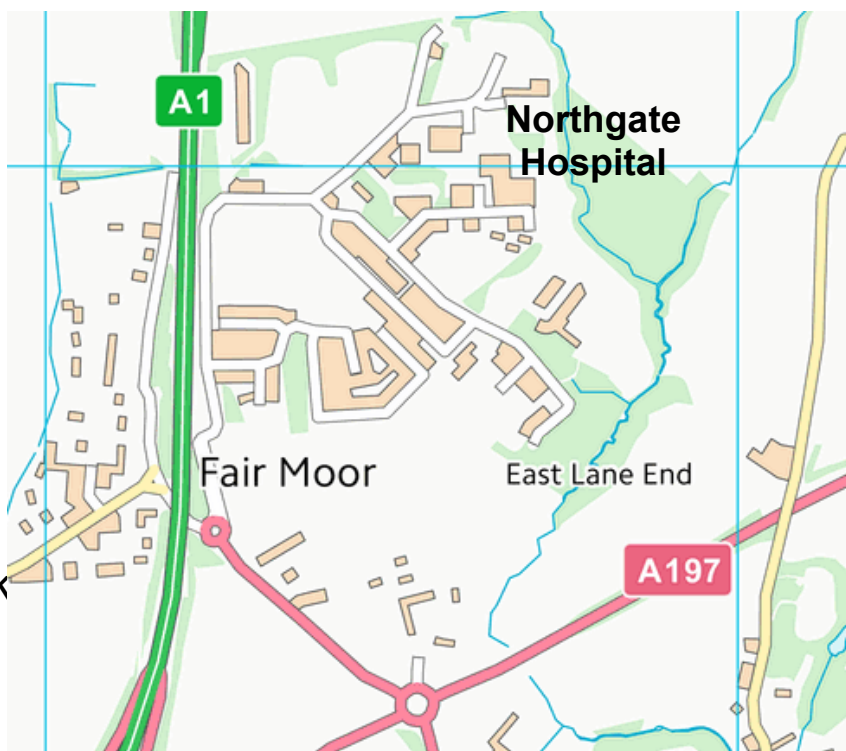
Contact details

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Email: nhis@cntw.nhs.uk
Please note that
information sent to the
Trust via email is sent
at your own risk.

Office hours:
Monday-Thursday:
8.30am-5pm
Friday: 8.30am-4.30pm



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Further information and advice

- **Headway**

Supports people with a brain injury and those who care for them.
Free Telephone Helpline: 0808 800 2244 Mon-Fri, 9am-5pm
Website: www.headway.org.uk

- **PALS - Patient Advice and Liaison Service**

Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services.

North of Tyne Tel: 0800 032 0202

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available on wards, reception areas or from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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