

Sunderland and Gateshead Community Acquired Brain Injury Service (CABIS)

Patient information leaflet



Monkwearmouth Hospital
Newcastle Road
Sunderland
SR5 1NB



Gateshead Health Centre
Prince Consort Road
Gateshead
NE8 1NB

Tel: 0191 566 5650
Email: CabisTeam@cntw.nhs.uk



This leaflet contains information that we hope you will find useful during your time with our service. If you would like any further information about anything in this leaflet please contact us or ask a member of the team.

What is CABIS?

CABIS is a small team of staff who specialise in neurological rehabilitation. We offer assessment and community based rehabilitation for people who have difficulties in their day to day life following an acquired brain injury or head injury.

An acquired brain injury may be caused by, for example: trauma, infections or loss of oxygen to the brain. We also see people who attend the local Accident and Emergency Departments because of head injuries and have post-concussion symptoms.

We provide services for residents of Sunderland and Gateshead who are aged 16 years and over.

Brain injuries don't just affect individuals. We support families with both the emotional and practical issues that can occur after a brain injury.

Your assessment begins at first contact:

When you attend CABIS you may see:

- Psychologists – who might assess how your thought processes have been affected and help with the emotional impact of your injury.
- Occupational Therapists – who can help you return to your everyday activities and regain independence.
- Clinical Support Workers – who can help you practice activities according to the rehabilitation plan that has been developed with you
- Specialist Nurse – who can help you manage your physical symptoms such as pain, dizziness, tiredness.
- Vocational Coordinator – who can help you return to work, volunteering or training
- Headway Benefits Advisor – who can help you signpost and apply for benefits and provide advice about issues to do with housing.
- Headway Family Support – who will offer an early link with family/carers to offer emotional and practical support as needed when your loved one is in hospital
- Specialist Physiotherapists – who can assess physical changes as a result of your brain injury and support rehabilitation to promote recovery.

What does an assessment involve?

At your first appointment you will be seen by one or more staff who have expertise in treating the problems that you are experiencing. Cumbria, Northumberland Tyne and Wear NHS Foundation Trust (CNTW) is a teaching organisation and you may be asked if a student can be involved in your assessment or treatment. If you would prefer not to have medical students present during your consultation, please inform a member of staff.

We usually see people at one of our bases initially but can also see you at home or somewhere local to you such as a GP surgery if this is easier.

Your first appointment will last for about one hour during which we will ask you about the following:

- Your brain injury and any difficulties you have related to this.
- How you are coping and feeling since your injury
- Your medical history
- We will work with you to establish what your priorities are for treatment.
- If you permit we will also assess how the difficulties you are experiencing are impacting on the family and what we can do to support them.
- You may be asked to complete some pen and paper tasks to look at how the injury has affected your thought processes, for example learning and memory, concentration and ability to think through and solve a problem.
- On the basis of the assessment and your priorities we will agree a rehabilitation plan with you.

Please remember to bring your glasses if you wear them.

Please bring a list of current medications that you are taking.

If you would like to be accompanied by a relative or close friend, they are welcome to come into the appointment with you, but we will ask your permission first.

The aim of the assessment is to agree rehabilitation goals according to what is important to you and your family to help you to recover or work around the problems that you have been experiencing after your head or brain injury. This is called your 'Rehabilitation Plan'.

Rehabilitation

How long will I be involved with CABIS?

We will offer you a period of rehabilitation depending on your identified needs. This will be discussed with you once your needs have been assessed and is bespoke to the problems that you are experiencing.

We work collaboratively with local health and social care professionals including Physiotherapists and Speech and Language Therapy to ensure you have the best possible service. We have close links with inpatient neurorehabilitation services based at Walkergate Park and Sunderland Royal Hospital and also with the Regional Neurosciences Centre and local Emergency Departments.

How often will I attend?

This will be an agreement with you and your therapist/nurse and will be based on your needs.

Where will I be seen?

This depends on what is best for you. You can be seen at one of our two bases, your own home, or somewhere local to you such as your GP surgery.

Discharge

Once you have achieved your rehabilitation goals or feel you are ready, you will be discharged from the service. Everyone who is discharged also has the option to join our peer support group which meets monthly.

People are very welcome to contact the service after discharge for advice. Some people might benefit from organised review appointments so that they are seen regularly after discharge to ensure they are managing. This would be discussed and agreed with you prior to discharge.

On discharge both you and your GP will be provided with a discharge summary which will include information about your rehabilitation and an agreed plan to support you in your ongoing recovery.

Further rehabilitation

We would normally recommend at least a 12 week break before planning a further period of rehabilitation. This is to give you time to put the things that you have learnt into practice. If you or your GP feel it would help to be seen earlier, we are very happy to discuss this with you.

Contacting CABIS for advice after you have been discharged

We are very aware that things can change or issues can arise at any time. We have a CABIS Duty Worker available from Monday to Friday between the hours of 8am and 4pm that you can contact by phone. Where possible we will ensure that you speak to someone you know from our service, but if this is not possible the Duty Worker will be able to assist.

Where is CABIS based?

CABIS has two bases, Monkwearmouth Hospital, Sunderland, and Gateshead Health Centre, Gateshead. Our full address, contact details, and information about getting to each base is on the back of this leaflet.

Parking is available at Monkwearmouth Hospital and along Newcastle Road to the front of the hospital. Both are 'Pay and Display'. Due to limited parking, it may take you extra time to find a parking bay.

Gateshead Health Centre also operates a 'Pay and Display' parking system. Parking is to the front of the Health Centre and on Ely Street.

Interpreters/Advocate

If you would like an interpreter or advocate, this can be arranged prior to your appointment. It is important to contact us on 0191 566 5650 in advance of your appointment if you need either of these services so that we can make arrangements.

Dignity and respect

CNTW NHS Foundation Trust will treat people with dignity and respect and expect the same in return. We want to ensure that our staff can work, and service users can experience treatment in an environment that is safe and secure.

As part of the NHS, we have a zero tolerance of all forms of abuse. Violence against our staff, service users and visitors is a crime.

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 from staff.

Useful contacts

Initial Response Service

Tel: 0800 6522 867

Email: IRS@cntw.nhs.uk

Headway Helpline

Tel: 0808 800 2244

Email: helpline@headway.org.uk

Patient Advice and Liaison Service (PALS)

Tel: 0800 328 4397

Email: pals@cntw.nhs.uk

Sunderland and Gateshead Community Acquired Brain Injury Service (CABIS)

Monkwearmouth Hospital, Newcastle Road, Sunderland, SR5 1NB
Tel: 0191 566 5650



Cumbria, Northumberland,
Tyne and Wear

NHS Foundation Trust

From Sunderland

Head over Wearmouth Bridge following signs for 'A1018 South Shields'. Keep following these signs and Monkwearmouth Hospital is one mile along on the right hand side.

A19 from the North (The Tyne Tunnel)

Exit the A19 at signs for 'Sunderland North A184'. Continue for 3.5 miles to roundabout joining to the A1018. Take the second exit, signed 'City Centre'.

Monkwearmouth Hospital is then one mile along on the left hand side.

A19 from the South (Peterlee)

Exit the A19 at signs for 'Sunderland North A1231'. At the roundabout follow the Sunderland signs.

After 3 miles pass the Stadium of Light Football Ground then turn left at sign for 'South Shields A1018'.

Monkwearmouth Hospital is then half a mile along on the right hand side.

By Public Transport

We are about a 10 minute walk from the Stadium of Light Metro Station & Seaburn Metro Station. Buses 9, 20, 20A, E2, X20 stop in front of the hospital.



Car Parking
There is a pay and display car park at Monkwearmouth Hospital. Charges are from 8am to 6pm, Monday to Friday.

Wheelchair Access
Wheelchair access is to the side of the main entrance of the building.

Our Location within the Hospital
Once through the main hospital entrance we are the second door on the left.

Sunderland and Gateshead Community Acquired Brain Injury Service (CABIS)

The Health Centre, Prince Consort Road, Gateshead NE8 1NB.
Tel: 0191 566 5650

Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

From the A167 Southbound (via Tyne Bridge)

Exit the A167 at signs for Felling then at roundabout take the Bensham B1426 exit.

Continue to traffic lights and turn left, signed Bensham. At the next lights turn left, signed Leisure Centre, and we are a hundred metres along on the right.

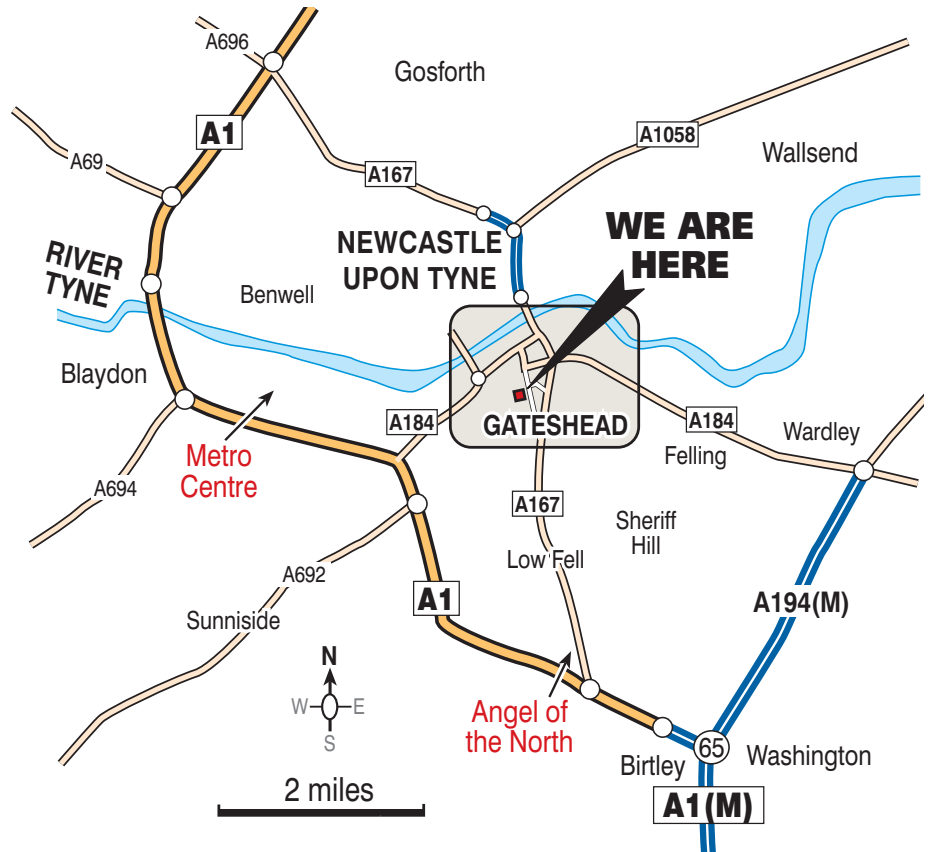
From the A167 Northbound

Exit at signs for Shipcote onto Prince Consort Road. Follow this road for half a mile and we are on the left.

By Public Transport

We are located just to the south of Gateshead Town Centre and are about a 10 minute walk from Gateshead Interchange Metro and Bus Stations.

Buses 29, Q2 and TB29 stop on Prince Consort Road next to the Health Centre.



How do staff involve you?

“Discuss what happened with the injury and results”

“Listened to me, made me feel comfortable and self-reflect. Explained things really well”

“Discussion on problems, how to cope and improve mobility”

What is it about your care and treatment that you found most helpful?

“I was guided by the whole process of getting better”

“Knowledge of the injury and advice on what to do to aid my recovery”

“Everything from the initial phone call to the current day and every step in between”

Is there anything else you would like to tell us about the service?

“The service and professionalism that both my dad and family have received is second to none”

“There is nothing they wouldn't do for you and worked round our every need”

“All staff have been fully supportive, kind and considerate in all meetings”



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

Published by the Patient Information Centre

2022 Copyright, Cumbria, Northumberland, Tyne and Wear
NHS Foundation Trust

Ref, PIC/765/0722 July 2022 V6

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2025



@cntwnhs



CNTWNHS