



Casework & Family Support

What is it?

Headway East London offers an advice, advocacy, support and signposting service for brain injury survivors and their family/ carers.

From early intervention work, to community support groups and peer support work - individuals can access the information and assistance most suited to their needs. This can take place alongside other services offered at Headway East London, or as a stand-alone offering.

THIS IS A FREE SERVICE FOR PEOPLE WITHIN OUR CATCHMENT AREA, PROVIDING SUPPORT AT ANY POINT IN THE JOURNEY AFTER BRAIN INJURY (WHETHER YOU ARE A SURVIVOR, FAMILY MEMBER OR CARER).



What support is offered?

ADVICE AND ADVOCACY

The effect of the current economic climate can lead to a loss of vital support systems. Our team are able to support HEL members and those living within our catchment to secure their rights and represent their interests. **We run a free monthly advice clinic in partnership with a leading law firm, where people can discuss a range of legal issues with solicitors.**

SUPPORT GROUPS

This is a free service for family members and carers of people with a brain injury, living within our catchment area. Here people can come together, share experiences and support each other. **We currently run three groups in Hackney, Waltham Forest and Havering where experienced staff can offer emotional support as well as signposting to other services.**

PEER SUPPORT WORK

Our two Peer Support Workers work closely alongside the Casework team, delivering support and guidance to both brain injury survivors and their families. Using their own personal experience of brain injury, they can help identify some of the challenges that survivors may face whilst also offering strategies and advice to overcome these.

WORKING IN HOSPITALS

We offer an early intervention support service at the Royal London Hospital and Homerton Hospital's Regional Rehabilitation Unit. Here brain injury survivors and their family members can access information, support and assistance during a very difficult transition period.

"I'd be lost without the support I receive from the Caseworker" - Tom, day service member

What other support is offered?

- We help represent people at statutory service meetings, appealing against benefit decisions, applying for community grants and with form filling.
- We run regular workshops on issues such as benefits, housing, financial management and vocational opportunities.
- We administer a Samaritan Grant to assist people with requests such as food costs, utility costs, adaptive equipment, emergency travel expenses and housing costs.
- We also run an invite-only *Saturday Social*, allowing survivors an opportunity to socialise and share a meal together at the centre, without being a Day Service member. Our Peer Support Workers will be present at these gatherings to offer guidance and support, alongside staff.



What is the level and length of support?

There is no set timeframe for how long we will work with a family member or brain injury survivor. A main aim of casework is to engage local services who have a responsibility to provide support. The length of time will depend on what is happening in the person's life and the sort of support they need.

The level and nature of the support will be determined by the person's capacity and the complexity of the issue. In all instances the support will aim to enable and equip the person to better manage their own issues, thereby giving them more autonomy and control over the decisions which affect their lives.

Support can be offered over the telephone, by email or in person at Headway East London. We can also organise home visits or meet at another convenient place in the community.



How can I access this?

This service is free to access. Please contact the Casework Team on 020 7749 7790 or email casework@headwayeastlondon.org for more information. You can download a referral form from our website at www.headwayeastlondon.org.

If you or a family member with a brain injury also requires further support, a referral can be made to Headway East London for assess them for services including: Day Service, Community Support Work, and our Neurological Therapy Service.



"I am really glad to always find you near to us during this difficult time" - family member