



## Community Support Worker Service

### What is it?

This is a bespoke community support worker service tailored specifically to survivors of brain injury. Our team work alongside survivors in their own homes and the local community; aiding them to complete daily tasks and gain further independence.

The ethos of the service is embedded in Headway East London's philosophy that every person with a brain injury is valued, respected and should be empowered to fulfil their potential to lead full and active lives. We aim to offer a professional, high standard and completely individualised community support worker service.



### What do we provide?

- We complete a comprehensive assessment of needs, before developing an individualised support plan. This enables someone to live life in the way they want to and achieve their goals, which can include:
  - Focusing on social activities, education or work.
  - Managing complex activities at home like managing finances and paperwork.
- We support individuals to develop and maintain a daily and weekly structure which promotes well-being (including monitoring health, meal planning, engaging in exercise, and participation in activities in the community).
- We work collaboratively with someone's family and friends, Case Managers and other professionals involved in their support and rehabilitation.
- We provide accurate, up-to-date records and monitoring documentation of all support work undertaken.



## Why are we different?

- **Headway East London has been supporting survivors of brain injury in London since 1997.**
- **The Community Support Worker Service is offered in conjunction with Headway East London's other services including: the Day Service, the Neurological Therapy Service and Family Support Service, offering a holistic and consistent approach and an opportunity to work on personalised goals across all services.**
- **Support workers also have access to our team of experienced staff and therapists for specific advice and support including: a Neurophysiotherapist, OT, Psychotherapist and Casework Manager.**
- **Joint sessions with therapy staff are available to establish specific strategies to help someone achieve their goals for example, an exercise programme in a swimming pool or a strategy to learn how to use a mobile phone as a memory aid.**
- **We are dedicated to the ongoing education and supervision of our team of support workers:**
  - **Support workers receive a comprehensive induction and on-going training specific to brain injury.**
  - **Support workers receive regular supervision.**
  - **All our support workers have direct experience of working with survivors of brain injury, many as previous volunteers.**

**"As a Case Manager I need a support worker service which can really understand the needs of my client and who can work in a flexible way, responding to situations as and when they occur. In Headway's service I have found this; they have been very responsive and knowledgeable. They have been able to work with a client who has a complex brain injury in a proactive manner. I would highly recommend Headway's support worker service."**

**Anna Fleming, Case Manager**



## How to refer to our Community Support Worker Service

We accept referrals from any individual, their family / carer or any professional. If you wish to refer, please complete a Referral Form (downloaded from the Headway East London website) and return to Headway East London.

**If you would like further information please contact Julia Alexander or Fiona Aravindakshan on 020 7749 7790 or email [julia.alexander@headwayeastlondon.org](mailto:julia.alexander@headwayeastlondon.org) / [fiona.aravindakshan@headwayeastlondon.org](mailto:fiona.aravindakshan@headwayeastlondon.org)**