

COMMUNITY SUPPORT GUIDE

Our Mission

We empower our community of brain injury survivors (members) and their families to imagine new possibilities - ones filled with creativity, embracing diversity and backed by specialist support.



Our Vision

Brain injury survivors experience a world which is accessible to them, and where their contributions are valued and celebrated.

Community Support

Our community support workers collaborate with members to help them live life the way they want to. Together they identify needs, explore goals and come up with a personal support plan.

Our community support workers also take great care to collaborate across a survivor's community, with their family, friends, carers, case managers and other support professionals.

Activities



Your support worker can help you to:

- complete daily tasks, attend appointments and plan meals
- develop and maintain a daily and weekly structure
- take part in activities, interests and exercise
- monitor health and maintain wellbeing
- manage finances and paperwork
- access other services and support
- engage in education or training
- engage in work – paid or voluntary

Jesus & John

Jesus and John met in Mexico, where Jesus was working as a professional model, and had just graduated from a degree in international relations. Jesus came to the UK in 2000 and they have been living in London together ever since.

Jesus suffered a stroke in November 2015, and was discharged from hospital in February 2016. John became Jesus' full-time carer, and began to research charities that could help, and put together weekly activities for Jesus.

Then John found Headway. Jesus became a member in October 2018, and for John, it was a huge relief from the pressure to be a full-time carer: "I would be working as a support worker seven days a week and fitting in being a partner as well as a carer."

Jesus has 37.5 hours of community support, which has transformed their lives as a couple. It has helped their relationship to stay strong and retain independence: "It's about Jesus and I being able to maintain our relationship in the best way we possibly can."



"It's much more than the practical things - it's supporting the entire relationship."

With his team of support workers, Jesus can often be found at the latest gallery shows and events. "Jesus' interests, intelligence, passions, his joie de vivre, that's not changed. I try to ensure that he is in the driving seat as much as possible."

John wishes for the same support to be available to everyone: "I can only imagine there's other people in a similar situation who could benefit from this support, who may be entitled to it, but just don't get it."

Now Jesus is a much-loved member of Headway's community, and makes a regular appearance on our Instagram #HeadwayFashion posts with his fabulous looks.

Costs

Community support sessions are **£33.26 per hour**.

This service has a minimum booking slot of **4 hours**. Usually, all subsequent hours are also booked in 4 hour blocks.

There is no maximum, you can book as many hours as you have funding in place for.

The service operates **Monday to Friday** between the hours of **8am and 8pm**, for **52 weeks a year** (excluding bank holidays).

Our fees are reviewed on a yearly basis.

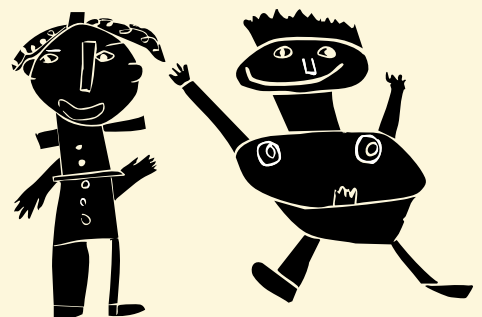
Attendance and notice period

Fees are payable for agreed sessions for 52 weeks of the year, irrespective of whether you make use of all the sessions. The exceptions to this will be where Headway is unable to offer the session due to staff unavailability or on public holidays.

All members need to inform a member of staff when there is planned absence e.g. holiday or appointment.

If members need to cancel their session for any reason, please call the office on 020 7749 7790.

Headway requires one month's written notice to terminate funding.



Community Goals & Agreement

The Headway East London community includes anyone who is engaging with our services (our members) and people working, volunteering or visiting our activities.

Our goals are for everyone in the Headway East London community to support one another to:

- **feel accepted, welcomed and valued**
- **engage positively in our community**
- **share responsibility for the continued development of our work**

We are committed to supporting everyone in our community to achieve these goals. We will ask members to sign an agreement when they attend the assessment.

How to become a member

Complete a Referral Form which you can find on the website at: www.bit.ly/HELMember or we can send this to you in the post if required.

The referrer must ensure funding is in place, through self funding, local authority funding or private funding.

All referrals are placed on our waiting list and once a space is available, the Community Support Work Service Manager will make contact to arrange a home visit and an assessment.

People remain members as long as they want and need to, and for as long as funding can be secured.



Please visit our website www.headwayeastlondon.org or
contact info@headwayeastlondon.org for more information

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