



HEADWAY HOUSE – Service Outline

What is it?

A community centre for people who are living with the long term consequences of acquired brain injury (ABI).

When is it open?

The Headway House is open Monday – Friday, 10am – 3pm for 48 weeks of the year. Depending on need, most people come in one or two days per week.

Who can come?

People with ABI; who live within Headway East London's catchment area.

Please note that we are unable to take people with progressive illnesses such as Alzheimer's or Multiple Sclerosis.



What happens?

Headway East London specialises in creating personalised support programmes for people after acquired brain injury. We are a person-centred organisation, so instead of telling the members what to do, we ask what's important to them and work from there. At the same time, we believe that each person has something positive to offer both the Headway House and wider community, so we do whatever we can to make sure people have a role; something they are good at and that others value them for.

We believe that the most important thing is for people to feel good about themselves, to have healthy self-esteem, and to know that they are part of something important and meaningful. All members of the Headway House have an assigned key worker who is responsible for their overall activity programme and personal plan. In addition, members can also access a variety of therapeutic services at the Headway House, including physiotherapy, counselling, music therapy, exercise therapy, and complimentary therapies such as cranio-sacral therapy and yoga.



How long do people stay?

People stay at the Headway House for as long as they need. Some people stay a few months, some for years. People only leave the Headway House if and when the time is right for them – when they have something sustainable and meaningful to move on to. We will

continue to keep in touch with people after they have left the Headway House, if that is useful to them.

How do I become a member?

You will need to complete a referral form and have an assessment with one of the staff at the Headway House. The Headway East London referral form can be downloaded from our website at www.headwayeastlondon.org. If you would like more information about Headway House or any of our other projects/services, please contact us on 020 7749 7790.

Outcomes & Evidence

Outcomes	Evidenced by:
Members have improved social networks	Service audit & member case studies
Members have improved self-esteem	Service audit & member case studies
Members learn to collaborate with others	Co- production projects
Members learn new skills (that cannot be referenced to pre-injury performance)	Service audit, case studies, goal setting records, activities timetable
Members are able to set their own goals	Goal setting records, member case studies, service audit
Members are able to make plans for the future	Goal setting records, member case studies, service audit
Members are supported to achieve their goals and fulfil their plans	Goal setting records, member case studies, service audit
Members receive/deliver mentoring and feedback from/to peers	Service audit, member discussion group transcripts, member case studies
Members overcome challenges	Service audit & member case studies
Members contribute to the community	Co-production projects, member case studies, service audit
Families receive respite	Family/carer audit

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