

Acquired Brain Injury Service

INFORMATION GUIDE



What is an Acquired Brain Injury?

The definition of acquired brain injury (ABI) used in West Dunbartonshire Health and Social Care Partnership describes a condition, which is acquired after birth (from 5 years old) and can occur at any age.

It is non-progressive and caused by various traumas to the brain.

Typically, this could be due to damage to brain tissue after:

- road traffic accidents
- assaults
- falls
- industrial or sporting accidents
- poisoning
- viral infections to the brain
- neurosurgery
- damage to blood vessels in the brain

Please note that the ABI Service does not accept referrals for Alcohol Related Brain Damage, Vascular Disorders (Stroke, Infarct, Aneurysm), Brain Tumours, and other deteriorating medical conditions, e.g. dementia.

Acquired Brain Injury commonly presents difficulties around the following areas:

- physical
- cognitive
- behavioural
- emotional
- social difficulties

These issues may require intensive health care in the short-term and collaborative input from health and care services over the medium to long term.

What is the Acquired Brain Injury Service?

Our aim is to provide community based assessment and rehabilitation for individuals with a brain injury and their families.

We provide an ABI assessment and community rehabilitation service to adults over 16 years of age from the West Dunbartonshire area where an acquired brain injury (ABI) is the primary issue affecting their quality of life.

The Acquired Brain Injury Service consists of a:

- Service Co-ordinator
- Social Worker
- Consultant Clinical Neuropsychologist
- Assistant Psychologist
- Support Worker
- Administration Worker.

We are based at:

Acquired Brain Injury Service
West Dunbartonshire Health and Social Care Partnership

Cairnmhor Resource Centre
Joint Hospital Campus
Cardross Road
Dumbarton
G82 5JA

Telephone: 01389 776499

Email: enquiries.braininjury@west-dunbarton.gov.uk

How can you access this service?

Anyone can make a referral to the service.

It may be helpful for you to discuss being referred with your GP and ask the GP to make the referral on your behalf.

What happens next?

A member of the ABI Team will be in contact to discuss the referral. This is to find out the details about your brain injury and to confirm you have consented to the referral.

Once we have checked we are the right service for this referral, we will then contact you to arrange for an initial assessment of your needs and concerns.

Once a referral has been accepted, you can expect to receive an acknowledgement of the referral within 10 days.

Following an assessment, **a plan of support** is agreed with you.

- The plan details what you want to achieve and the support that will be provided.
- The support might include: further assessment, training and information about your brain injury, support with practical problems, help with daily activities, neuropsychological and social rehabilitation, or a combination of these.
- It might include referral and help with getting other services.
- A review will take place six/eight weeks after support has begun. Family and carers are encouraged to attend.
- Survivors' and Carers' support groups are available and further information can be provided on this.

Access to independent advocacy services

Advocacy is another name for helping someone say what they want. It involves an individual being supported to speak up by independent trained advocacy workers.

These services are provided free of charge to you.

During assessment we will discuss whether you would like access to an independent person who can, for example, listen to your wishes and support you to speak at meetings, discuss issues and help make and actualise decisions and plans.

Useful local contact:

Lomond and Argyll Advocacy Service,
155 Glasgow Road
Dumbarton G82 1RH
0845 602 3292 or 01389 726543
admin@laas.org.uk

Moving on from the ABI Service

On discharge from the ABI Service you will be given written information about your assessment and rehabilitation progress. This will include information on the rehabilitation goals you completed.

If it is agreed that you may benefit from being referred to another service we will either make the referral on your behalf, or provide information to you about how to do this.

If it is agreed that it may be appropriate for you to re-refer back into the ABI Service at a future time, then we will include these details in our information summary.

Service Procedures

- Written information and agreement on Consent to sharing information and confidentiality will be available at the initial visit. Team workers will comply with data protection standards. Recordings are logged on the West Dunbartonshire CareFirst system.
- Access to interpretation services is available. Written information on services can be requested in accessible formats.
- Support for the individual and their carers include access to carer's assessments and support plans. The team will discuss arrangements at the initial assessment stage.
- Risk assessments are completed and recorded through the Standardised Assessment. Accidents and Incidents are recorded according to West Dunbartonshire HSCP health and safety procedures.
- Emergency arrangements will be individually assessed and recorded through support plans, with emergency details cards available. Emergency contacts will be agreed at assessment stage. Wherever possible, if a Team member is unable to provide agreed support an alternative will be arranged.
- Team members cannot administer medication. Advice must be sought from health personnel regarding medical issues.
- Team members cannot administer finances. All financial outings/expenditures are the responsibility of the service user. Team members have no access to funds to cover costs.
- Team members cannot give advice regarding Criminal Injuries Claims, nor Inland Revenue claims.

How to make a complaint

Complaints should be brought to the attention of workers directly involved, or their manager, to be dealt with as they arise.

If you are not satisfied with the outcome of this resolution, or if you do not wish to pursue this option, please submit a formal complaint to:

West Dunbartonshire Health & Social Care Partnership
16 Church Street, Dumbarton G82 1QL

Telephone: 01389 776833

E-Mail: wdhscp@west-dunbarton.gov.uk

Website: www.wdhscp.org.uk

The West Dunbartonshire Brain Injury Service is registered as a Housing Support service with the Care Inspectorate. Complaints about this Brain Injury Service can also be made directly to any Care Inspectorate office. The nearest one is:

The Care Inspectorate
4th Floor,
1 Smithhills Street
Paisley
PA1 1EB

Tel: 0141 843 6840

National Enquiry Line: 0345 600 9527

Or you can fill in their online complaints form

Website: www.careinspectorate.com

Additional Useful Information

Out of hours Emergency Social Work Service:

- Glasgow & Partners Emergency Social Work Service 0300 343 1505

Website

West Dunbartonshire Health and Social Care Partnership:

- <http://www.wdhscp.org.uk>