

# Northumberland Head Injuries Service

Patient Information Leaflet

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## **Welcome**

This leaflet provides you with information about Northumberland Head Injuries Service. If you have any questions about anything in this leaflet please ask a member of the team.

## **What is Northumberland Head Injuries Service?**

Northumberland Head Injuries Service offers a range of services for people who have sustained a traumatic brain injury. We provide services for Northumberland residents from the age of 16 years upwards.

## **Team members**

The following staff work in the team. All, or any of them may work with you to assist in the achievement of your rehabilitation goals.

### **Physiotherapists**

- Provide individual assessment and treatment for your movement problems, dizziness or fitness.
- Provide exercise advice.
- Offer a hydrotherapy service if appropriate.
- Make recommendations for orthotics and wheelchairs.

### **Occupational Therapists**

- Carry out daily living assessments.
- Assist with self care skills and equipment.
- Assist with the development of independent living skills.
- Support you with vocational rehabilitation (eg, return to work, exploring college/voluntary opportunities).
- Make recommendations for minor works and housing adaptation.

### **Clinical Psychologists**

- Carry out assessments and therapy aiming to support you to adjust to the changes experienced after your brain injury.
- Provide cognitive assessments and strategies to compensate for difficulties with memory, concentration, planning, etc.
- Provide assessment and support with anger management.

## **Speech and Language Therapist**

- Carries out assessments and therapy to help with communication and swallowing problems.
- Makes recommendations for communication aids where appropriate.

## **Consultant in Rehabilitation Medicine**

- Provides a medical overview and a range of interventions, such as pain management and treatments to help alleviate problems with tone and muscle spasm.
- Makes recommendations to your GP regarding appropriate medication.
- Liaises with other doctors involved in your care.

## **Community Practitioners**

- Will work closely with you to identify your rehabilitation, health care and social support needs
- Will work in partnership with you and with other members of the team to set out the goals that you would like to achieve and to ensure that the ongoing involvement with the team is meeting your needs.
- Offer you and your family advice and support.

## **Assistant Practitioner**

- Will work under the direction of the therapists to support you to achieve your agreed therapy goals.

## **Your family and friends**

We encourage you to bring a partner, friend, or other family member along with you to the initial assessment. Our team offers support to them too.

## **Your initial assessment**

You have had a brain injury, there may be questions you wish to ask. A good idea would be to write them down before coming to your initial assessment, we will do our best to answer them.

## What other service users say

In compiling this leaflet we consulted with other service users. Some told us they felt scared and daunted at the prospect of their first meeting with our Service. Here are a few of their thoughts now:

I was so nervous before I came to the Northumberland Head Injuries unit, but I needn't have worried as everyone is so friendly and welcoming.

Thank you for listening.

Empathetic,  
good motivators.

A holistic view from  
Administration to  
Consultant.

## Contact details

Northumberland Head Injuries Service  
Druridge  
St George's Park  
Morpeth  
Northumberland  
NE61 2NU

Telephone: 01670 394 150

Email: [nhisadmin@cntw.nhs.uk](mailto:nhisadmin@cntw.nhs.uk)

Please note that information sent to the Trust via email is sent at your own risk.

Office hours:

Monday-Friday: 8.30am-4.30pm

## Travel information

Contact Traveline: [www.traveline.info](http://www.traveline.info)

## Further information and advice

- **Headway**

Supports people with a brain injury and those who care for them.  
Free Telephone Helpline: 0808 800 2244, Monday to Friday,  
9am-5pm

Website: [www.headway.org.uk](http://www.headway.org.uk)

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website  
[www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department on 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

## Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant

organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

### **North of Tyne**

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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