

REDFORD COURT & REDFORD COURT LODGE

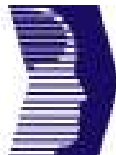
Annual Review 2008



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BRAIN INJURY
REHABILITATION TRUST



disabilities
trust
meeting complex needs

INTRODUCTION

In 2007, Redford Court celebrated its tenth year of providing rehabilitation to individuals who have sustained a severe acquired brain injury. In 2008, Redford Court began its second decade of providing rehabilitation, now accompanied by our new specialised long-term unit Redford Court Lodge. The following report represents the clinical activities for the calendar year 2008.

Redford Court and Redford Court Lodge are part of the Brain Injury Rehabilitation Trust, which forms a branch of our parent organisation, the Disabilities Trust. The Disabilities Trust was founded in 1979 and this year will be celebrating 30 years of providing specialist services to people with brain injuries, physical disabilities, learning disabilities, and autistic spectrum disorders.

The Brain Injury Rehabilitation Trust (BIRT) provides a nationwide continuum of services, both residential and in the community, for people with an acquired brain injury. Redford Court is one of BIRT's residential rehabilitation centres for people with acquired brain injury between the ages of 18 and 65. Our specialty is providing neurobehavioural rehabilitation to people with complex needs. For the past ten years Redford Court has provided this unique service to the Northwest region. Our unit specialises in continuing rehabilitation for those people with brain injury who, despite their condition, make reliable continued progress towards achievable goals within an interdisciplinary rehabilitation model. Our primary catchment area is the North West but we do accept referrals from a much wider geographic area.

We are also proud to announce that Redford Court was among the first BIRT programs to receive full accreditation from CARF (the Commission for the Accreditation of Rehabilitation Facilities), the first brain injury programs in England to obtain this prestigious recognition.



SERVICE PROVISION

The neurobehavioural model for rehabilitation was first articulated by Professor Rodger L. Wood and this model is the foundation for our rehabilitation programmes which aim to minimise the disabling effects of neurological impairments with particular emphasis on social behaviour. Redford Court is a post-acute, neuro-rehabilitation unit. Our service users are medically stable and have, in most cases completed acute medically based rehabilitation. However, we have found that as the time since injury lengthens some service users are again challenged by medical issues; these service users are then supported to obtain the appropriate treatment whilst retaining their placement.

Additionally, we help service users become more functionally independent so that they can develop interdependent relationships within their community. Some service users have the option of moving

into one of Redford Court's four transitional living flats, which provide a useful stepping-stone for supported housing. BIRT's Community Services offers support packages in flats and houses in over forty locations throughout England, as well as in people's own home. Other service users may have the option of moving into Redford Court Lodge, our state of the art, bespoke design, five person unit. All treatment programmes are individually tailored for each service user and most focus on teaching them the skills necessary for community reintegration.



Our clinical programmes are supervised by a Consultant Clinical Neuropsychologist. Our rehabilitation team includes Physiotherapists, Occupational Therapists, a Rehabilitation Co-ordinator, a Vocational Trainer, a Speech and a Language Therapist and Assistant, two Assistant Psychologists, a visiting Consultant Psychiatrist, a Manager, two Assistant Managers and a host of specialist, dedicated Rehabilitation Support Workers, coordinated by three Team Seniors and a House Leader in the Lodge. We work in close links with the General Practitioner and Primary Care Teams.

We recognise that brain injury can affect people with pre-existing mental health and substance abuse problems. Our strong clinical expertise has

allowed Redford Court and now Redford Court Lodge to accept service users with dual diagnoses as well as challenging behaviours.

SERVICE OBJECTIVES

Within the context of the Neurobehavioural Programme Model and with a fully committed staff team we aim to achieve the following service objectives: -

- To provide a comprehensive assessment of individual needs in the most appropriate environment.
- To provide individual programmes that are based on comprehensive assessment and reviewed regularly by all relevant parties.
- To provide professional intervention that ensures the skills acquired are translated into patterns of behaviour that are socially appropriate and lead to improved social functioning.
- To provide the service in the least restrictive living situation, based on a balance of choice and need that facilitates community integration and continuing skill acquisition.
- To assess individuals capacity to develop work skills and develop and utilise such skills in a work context.
- To strive to establish partnerships that will enable us to utilise additional expertise to achieve our objectives.
- To ensure congruity between our value base and what we do.

PROGRAMME DEVELOPMENTS

2008 has seen considerable development in the Redford Court programme which extensive restructuring and revision of the therapeutic groups and activities offered to the clients.

In particular, activities with a strong therapeutic or rehabilitation focus were encouraged, and the number of staff members facilitating groups grew. There was also the introduction of a new role for some of the support workers of 'Group Coordinator' for the day; ensuring that they had a dedicated vision and time to fulfil this role. Several interest-oriented groups were also run, such as music and art groups.

The Psychology team developed a number of group programmes to provide more information to service users about the nature of their brain injury. These programmes have been specially tailored to suit the needs of the service users at Redford Court, and are delivered in brief sessions over around six weeks. The aim is to expand the range of groups available, and increase the number of clients who participate in the groups. One of the most successful group activities has been the smoothie group, which many clients attend as often as possible.

This year has seen the Psychology team expand to incorporate a second Assistant Psychologist's position.

The Occupational Therapy Team have recently recruited a new Rehabilitation Coordinator to support them in managing a wide variety of rehabilitation programmes and activities which include accessing the

community, meal planning and preparation and promoting daily living skills in general.

Additionally through the development of group work and individual sessions the team are also able to assess and promote skills that encourage social and functional independence in a variety of settings and environments.

Following a detailed annual accommodation audit, all communal bathrooms and toilets have been updated with railing systems to promote safer mobility for the service users and visitors to the unit. Access into the garden area has also been improved for both wheelchair users and individuals with reduced mobility.

The Physiotherapy service continues to work on improving service users' functional independence through strength, coordination, balance and mobility. This is done through both individual and group settings.

We work closely with the Occupational Therapists in the assessment and maintenance of wheelchairs, therapeutic and mobility equipment and rehabilitation programmes. We also strive to promote access to, and integrated use of community facilities such as swimming pools and gymnasiums.

During 2008, a new full-time physiotherapist was appointed to the team which has allowed us to significantly increase our service provision.

Speech and Language Therapy continues to be offered to the service users at both Redford Court and Redford Court Lodge as appropriate.

Many of these service users have been able to use this therapy not only to increase their functional communication skills, but also to significantly improve their quality of life, as much of the therapy takes place in the community whilst engaging in everyday tasks.

The Speech and Language Therapy team also work closely with the other disciplines and staff at Redford Court to modify and simplify everyday instructions and interactions thereby increasing the accessibility of information presented to service users.

The entire staff team at Redford Court continues to work together to facilitate person-centred care and evidence-based rehabilitation to all service users, and will work towards this goal throughout 2009.

SERVICE MANAGER'S REPORT

2008 has been another busy year for Redford Court, Redford Court Lodge, and the City of Liverpool receiving the Capital of Culture status for 2008.



Our Service Users and staff have accessed numerous events in the City over the year, and in October, we held our own '08' Ball.



The ball included an opportunity for our service users to tempt 'Lady Luck' in our 'Casino' room.

Service users and staff enjoyed a posh three-course meal with the staff posing as waiters for the service users.



The feedback was so positive, that the next ball is planned for May 2009.

Zurich Insurance Services selected Redford Court this year for a 'Zurich



Challenge' where they made over an area of our garden. It still needs work in 2009, but they did the really hard graft.

They are coming back in 2009 to assist again.



STAFFING

Staff retention has remained stable in 2008, we lost four contracted staff: -

- One relocated
- One started clinical training
- One left for health reasons
- One left for promotion / career development

We currently have 75 contracted staff working across both units, plus 35 bank staff.

Staff training and development continues to be a high priority. Staff have developed and been on 'Train the Trainer' courses.

In house we now train staff on: -

- Fire Safety
- Health & Safety

- COSHH
- Protection of Vulnerable Adults
- Manual Handling
- Epilepsy Awareness
- Basic First Aid
- CPI Breakaway Techniques
- Basic Brain Injury Training
- Working in conjunction with the Disabilities Trust's NVQ assessors and one Internal Verifier

To maintain and improve the quality of the services we provide it is important that we regularly review and, if appropriate, revise our approach. The review process should include purchasers, clients and families as well as other regulatory bodies such as CSCI and CARF.

CSCI

Our commitment to achieving quality standards is reflected in our adherence to the Minimum Standards, as laid out by the Commission for Social Care Inspection, and our desire to provide the support needed to maximise all clients' independence and quality of life. CSCI conducted two unannounced inspections in 2007. On both occasions, the unit received excellent ratings.

In 2008, they conducted an Annual Review where they made no changes to the rating. They plan to inspect before November 2009.

In 2009, CSCI will change its name to Care Quality Commission (CQC). There will be changes to standards and inspection. These have not yet

been finalised. Further information will be available at the unit or from the CQC website www.cqc.or.uk.

CARF

CARF (Commission of Accreditation of Rehabilitation Facilities) is an accreditation agency which has set standards in accredited rehabilitation facilities for the past forty years. Redford Court first achieved CARF status in 2006 and our next CARF survey is due in April / May 2009.

Surveyors from America will visit the unit to view quality improvements made over the last 3-years and re-assess the rehabilitation provided.

Information is displayed on our CARF board and in the monthly newsletter.

NEWSLETTER

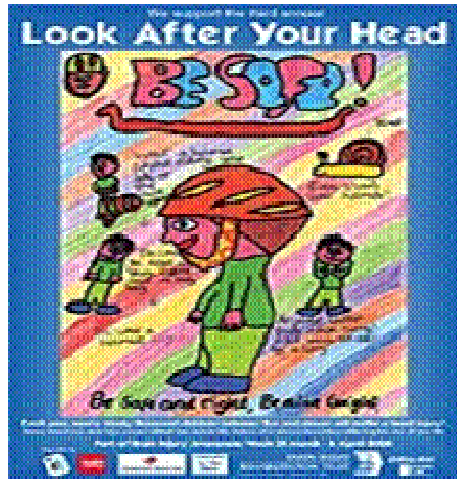
Our monthly newsletter still continues to receive positive feedback from all who receive it. It has now developed to the point where our Service Users are bombarding the team with information and stories to be included on a monthly basis.

SERVICE USER FORUM

In 2009, we will strive to develop opportunities for our service users to be part of the forum. We currently run five groups per day / 35 per week, which cover a number of activities and topics. In 2009, one of these sessions will plan to access the forum on line.

BRAIN INJURY AWARENESS WEEK

Brain Injury Awareness Week is to be held on 11th – 17th May 2009. We plan to mark this with an educational package / competition in schools, another Look After Your Head Campaign and a Ball, on 15th May, 2009, which will have a '007 theme.

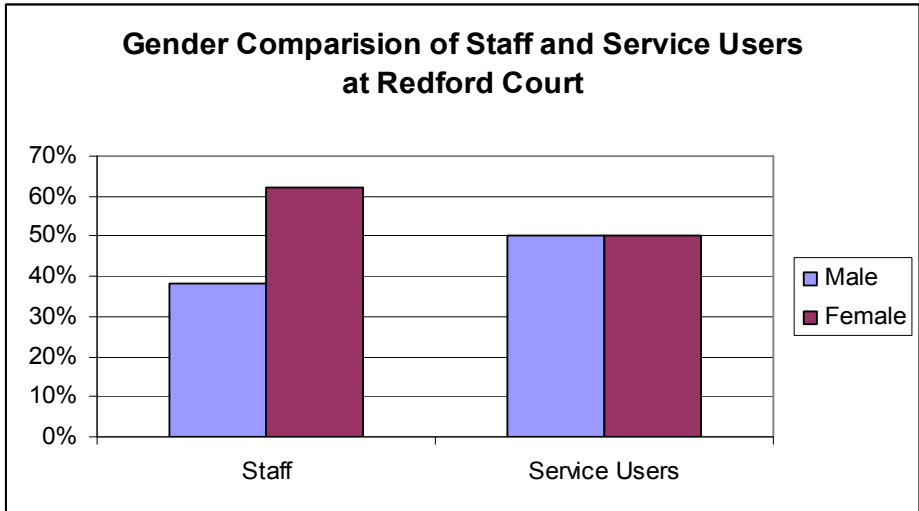


The Disabilities Trust celebrates its 30-year anniversary this year and Redford Court plan to celebrate this with a 70's themed party in July 2009.

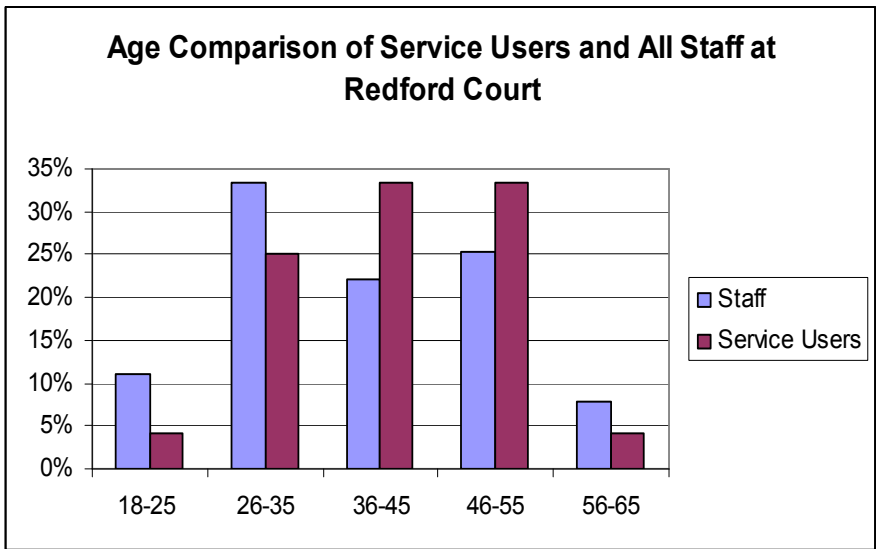
COMPARISON OF STAFF AND CLIENT DEMOGRAPHICS

As part of ongoing commitment to quality assurance and service user satisfaction, for the first time this year, units across the Trust were encouraged to take time out to compare the demographics of our residential staff teams with those of the people we serve.

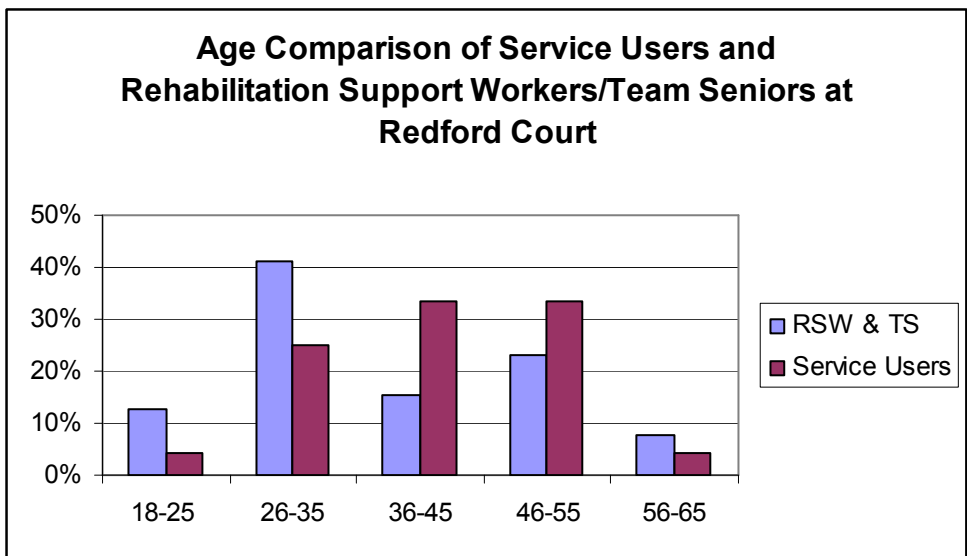
STAFF AND CLIENT DEMOGRAPHICS AT REDFORD COURT

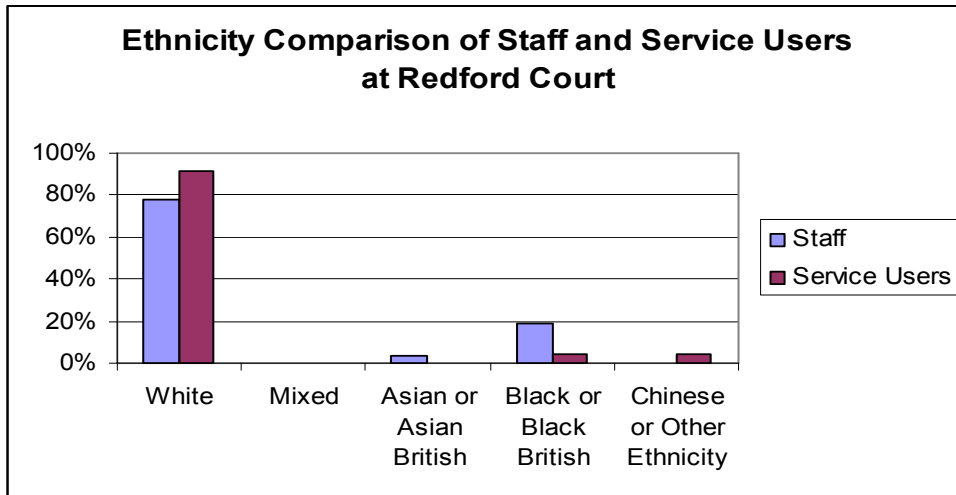


Unusually for a brain injury rehabilitation unit, and for the first time in our history Redford Court currently has an exactly equal number of male and female service users!



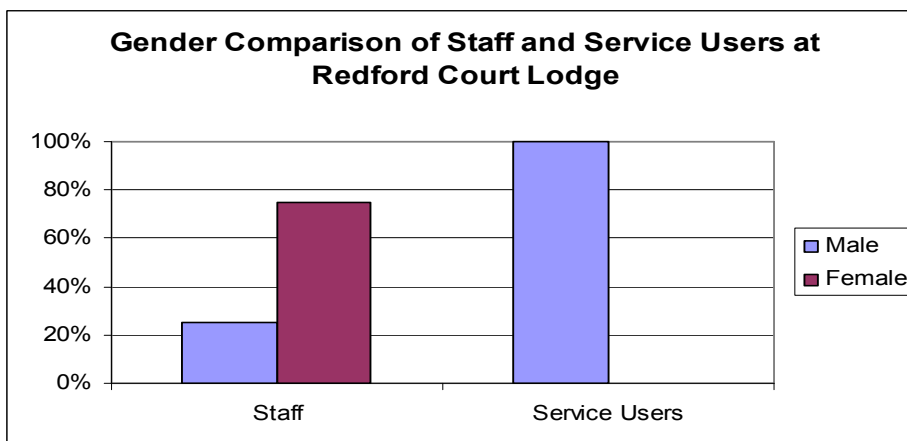
Our staff team is young and vibrant and on average, slightly younger than our service users who, in general, are being referred at an older age.





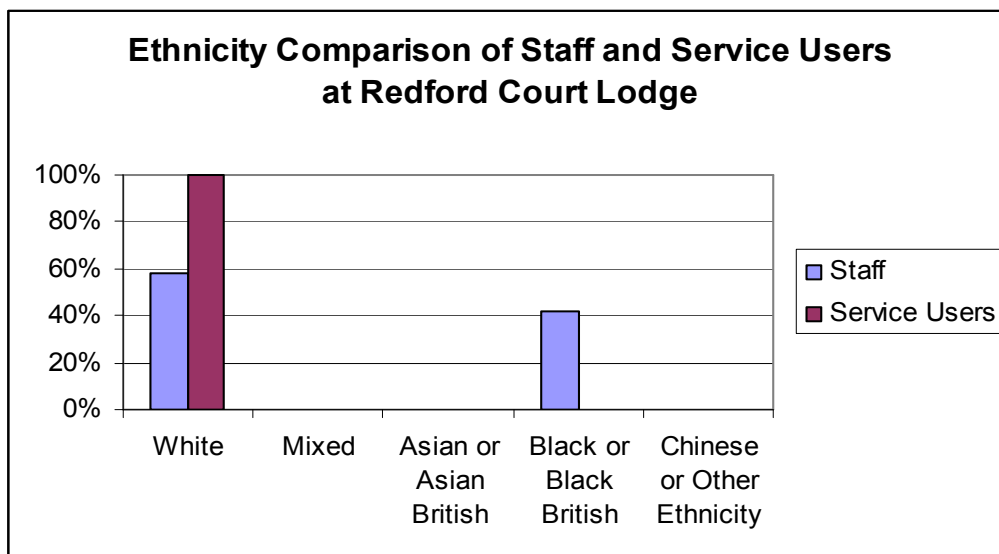
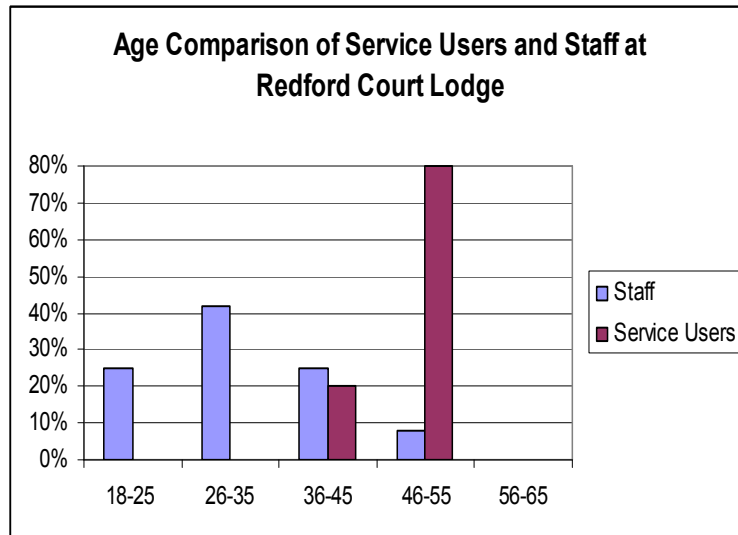
Redford Court is located in Liverpool which is a culturally vibrant city with a diverse ethnic population. At Redford Court 22.2% of our staff team are either Asian / Asian British or Black / Black British. Although this is disproportional to the current client group, is favourable in general as we have staff with a more in-depth knowledge of different cultures.

STAFF AND CLIENT DEMOGRAPHICS AT REDFORD COURT LODGE



At present, all of the service users who reside at The Lodge are male.

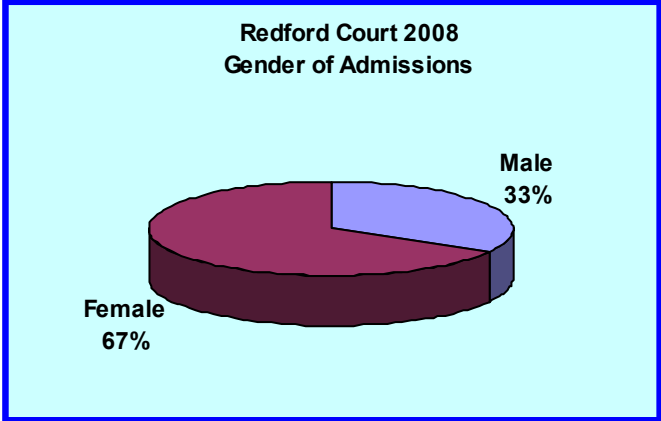
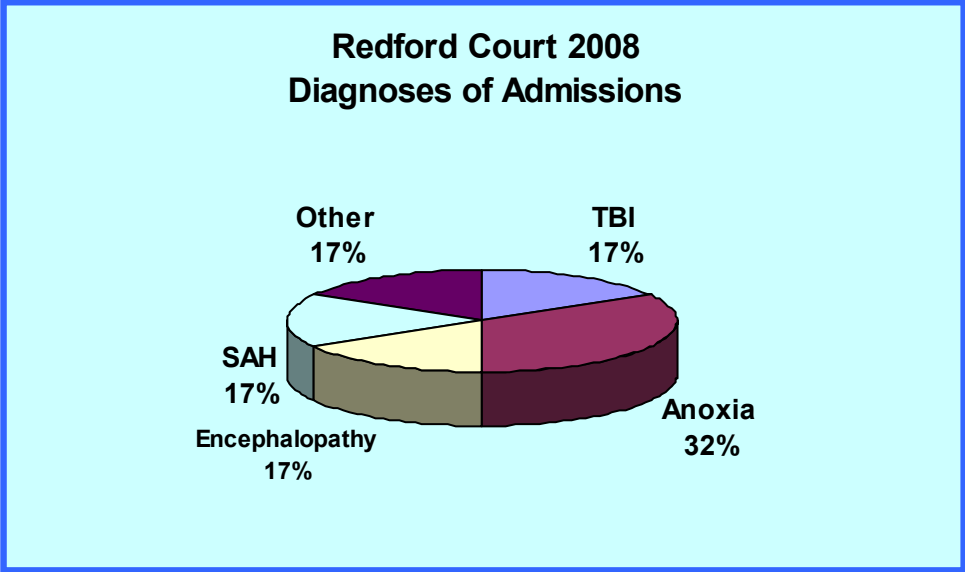
The Lodge was designed to meet the needs of service users' whose rehabilitation had reached a plateau and required residential specialist brain injury care for the rest of the lives.



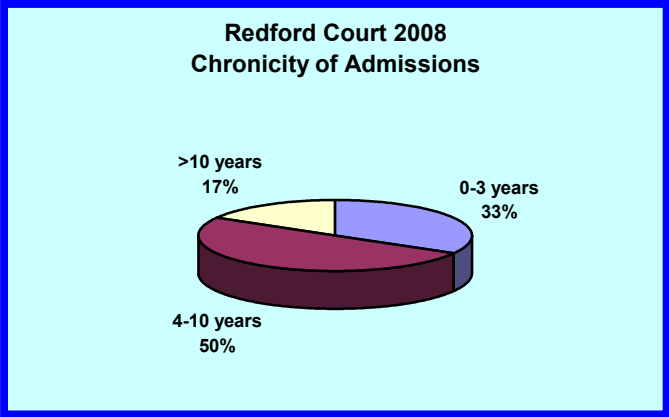
CLINICAL ACTIVITY AT REDFORD COURT IN 2008

Of all the enquires made to Redford Court during 2008, only 6 proceeded to admission. The primary reason for this was the high number of referrals compared to the slow-stream nature of the rehabilitation programme.

DEMOGRAPHICS OF ADMISSION TO REDFORD COURT IN 2008

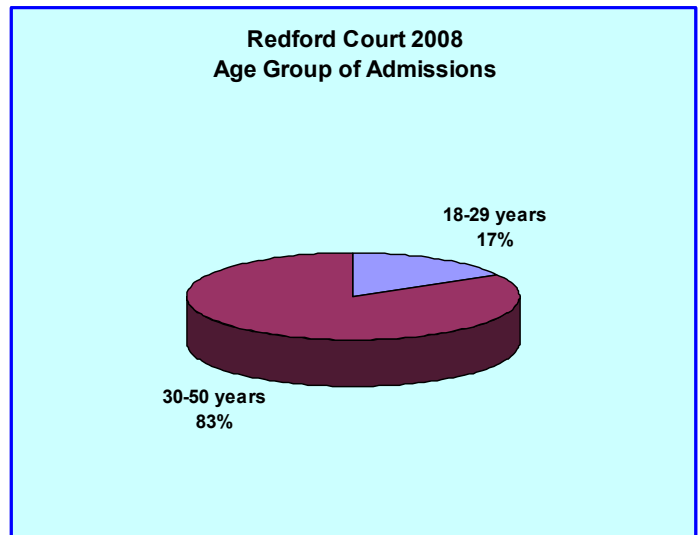


Unusually, two thirds of the service users who were admitted this year were females, helping to bring the balance of male: female service users to 50:50.



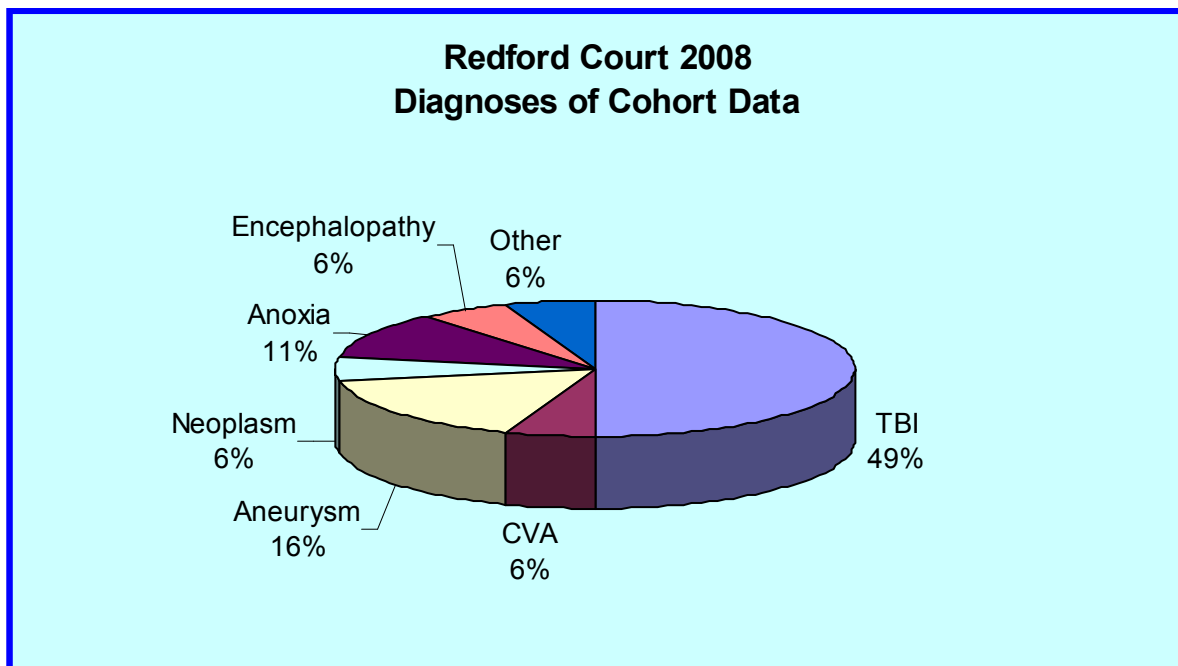
The service users admitted this year were predominately between the ages of 30-50 years.

As in previous years, a large percentage of our admissions had a brain injury of long standard duration, possibly reflecting the recognition that realistic rehabilitation can take place years after the original trauma.



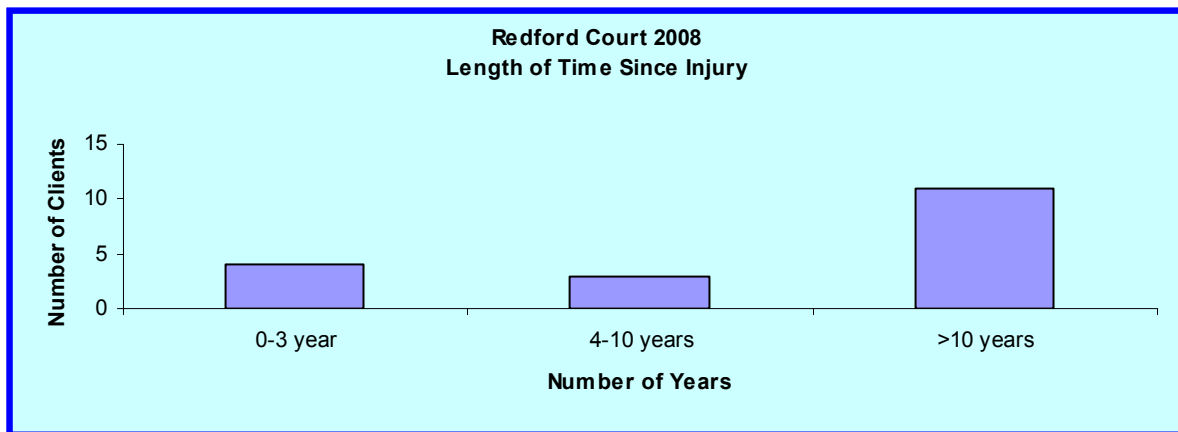
PROFILE OF PERSONS SERVED AT REDFORD COURT (including new admissions and longer-stay service users)

An analysis of the service users residing at Redford Court in December 2008 was completed. Around 49% of our service users were injured by trauma, the second most prevalent cause of injury was sub-arachnoid aneurysm (16%).



As a post-acute unit, the time between injury and admission to the service generally varies. In 2008, 50% of the six admissions sustained

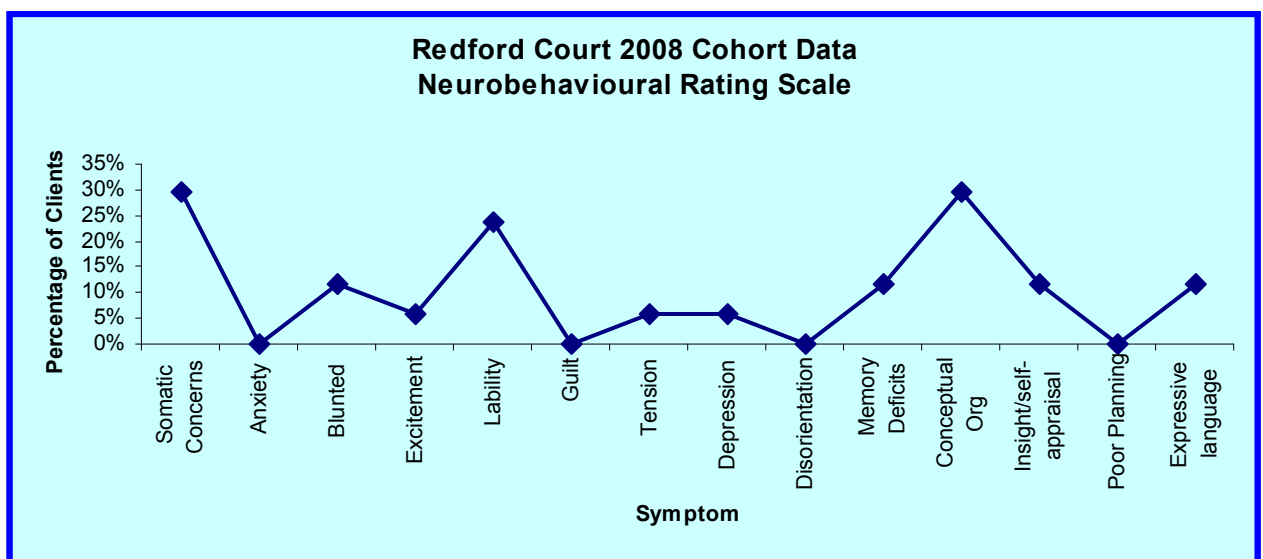
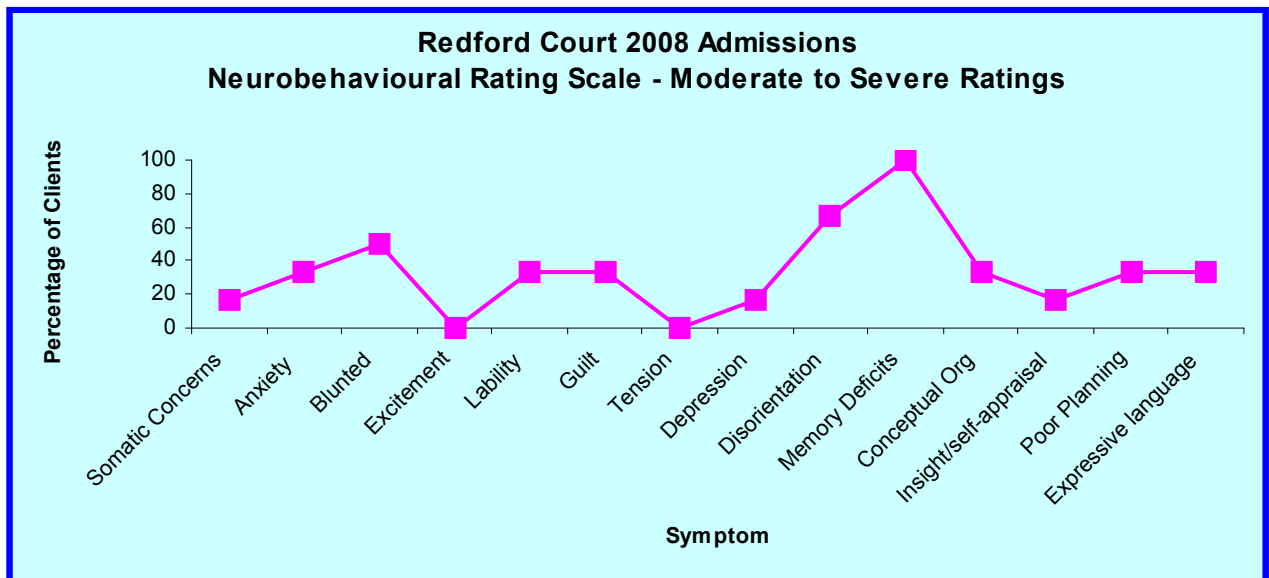
their injury more than 10 years ago; this was consistent with the current population.



When service users are initially admitted to Redford Court, they undergo a ten-week assessment period in order to identify the consequences of their brain injury and their rehabilitation potential.

In addition to a full neuropsychological, occupational therapy, physiotherapy, and speech pathology screen, a full cohort survey of all our clients was completed in order to identify difference amongst our diagnostic groups which may lead to improved means of service delivery (NBRS).

The next two graphs are based upon a respected measure of neurobehavioural disability, the Neurobehavioural Rating Scale (NBRS). The first graphs these ratings for service users upon admission, the second graphs these ratings for the service users at our most recent follow-up analysis.



It should be noted that percentages in the first graph extend to 100%, whereas in the second graph they only extend to 35%. A comparison of these two graphs shows a marked reduction in symptoms between admission and follow-up.

BARS

Throughout the Brain Injury Rehabilitation Trust continuum of care, the behavioural presentation of all service users is rated using the BIRT Aggression Rating Scale (BARS). This assesses the frequency and function of any aggressive or inappropriate behaviours or behaviours

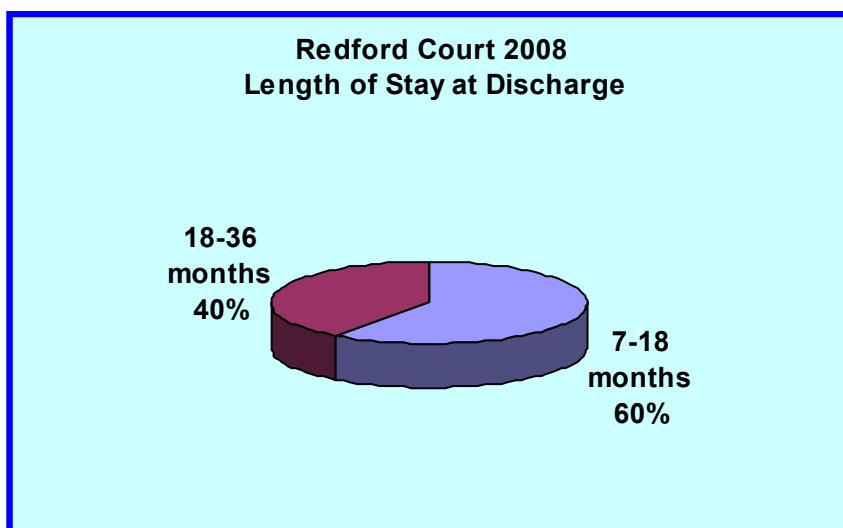
which may affect rehabilitation progress. Such analysis allows the development and implementation of interventions to support the service user to reduce the frequency of these behaviours.

A review of this information between 2007 and 2008 shows that on average our service users have maintained the same high levels of behavioural control. Where service users have struggled with their behaviours the information obtained from the BARS has been useful in guiding staff in how to assist them to regain control over their behaviours.

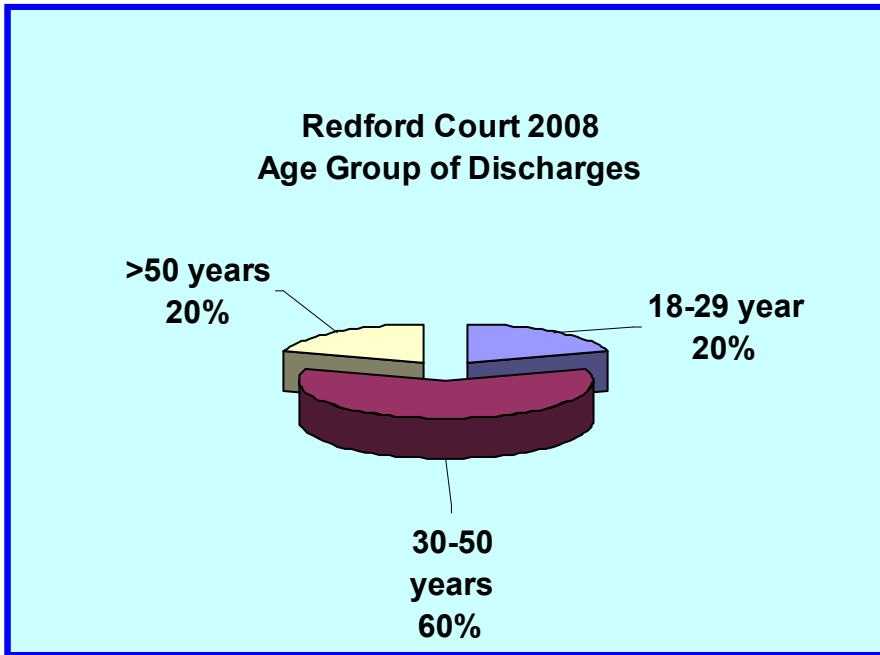
DISCHARGES FROM REDFORD COURT

During 2008, five service users were discharged from Redford Court.

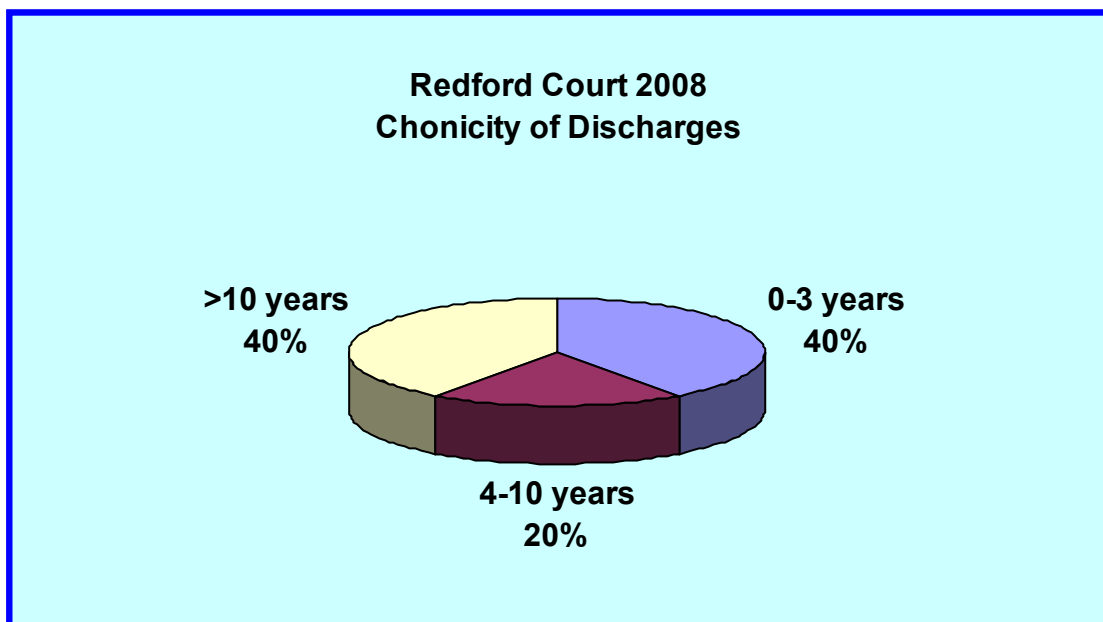
Of these five service users, 2 had undergone a period of less than 18 months rehabilitation before they were ready for discharge and 3 had undergone between 18 and 36 months of rehabilitation.



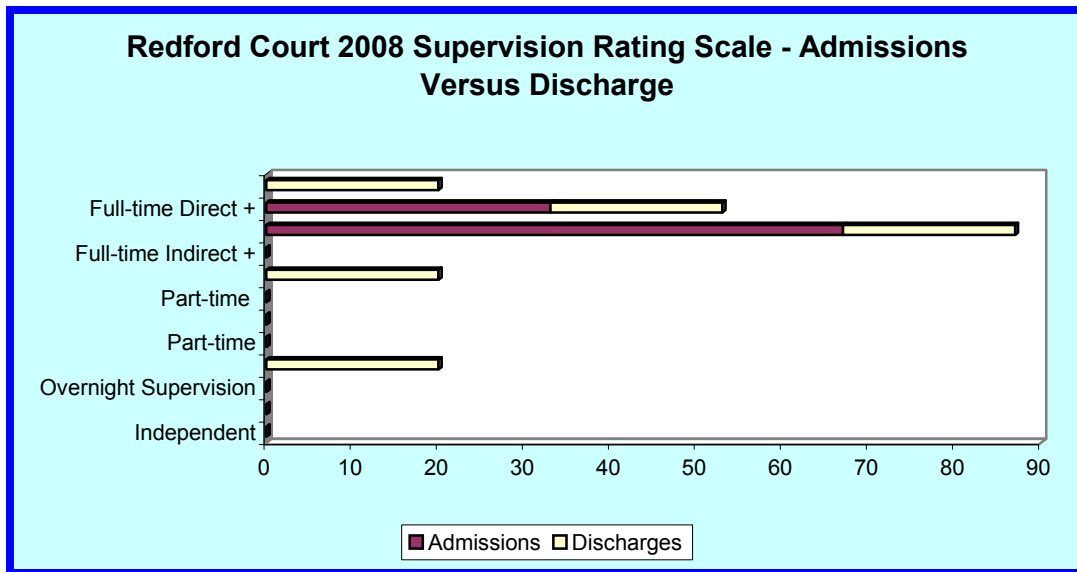
20% of these individuals had suffered a CVA, whereas 80% had sustained a TBI.



As can be seen from this graph, one of the service users who was discharged was under 30 years of age, 3 were between 30 and 50 years of age, and one was over 50 years old.



It is pleasing to note that two of the service users who were discharged from Redford Court in 2008 had sustained a brain injury over ten years prior and one had sustained his brain injury between 4 and 10 years prior to discharge. This lends considerable weight to the argument that meaningful and effective rehabilitation can take place many years after the index injury.

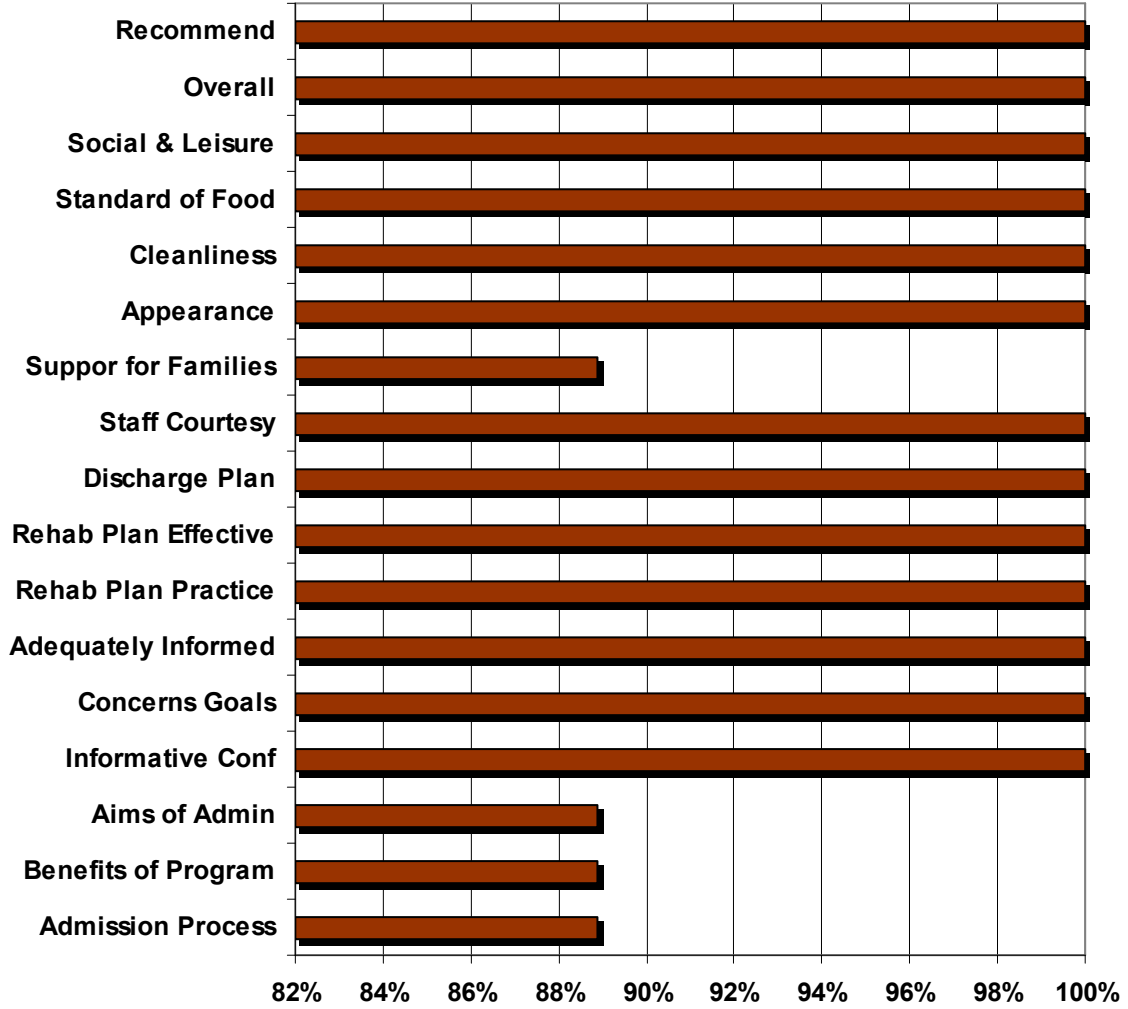


Similarly, the above graph illustrates a significant reduction in the need for both Full-time Direct support and Full-time Indirect support as a result of undergoing the rehabilitation process. This provides important evidence that it is possible for individuals who have sustained a severe brain injury to increase their life skills significantly and concomitantly reduce the level of support and supervision they require.

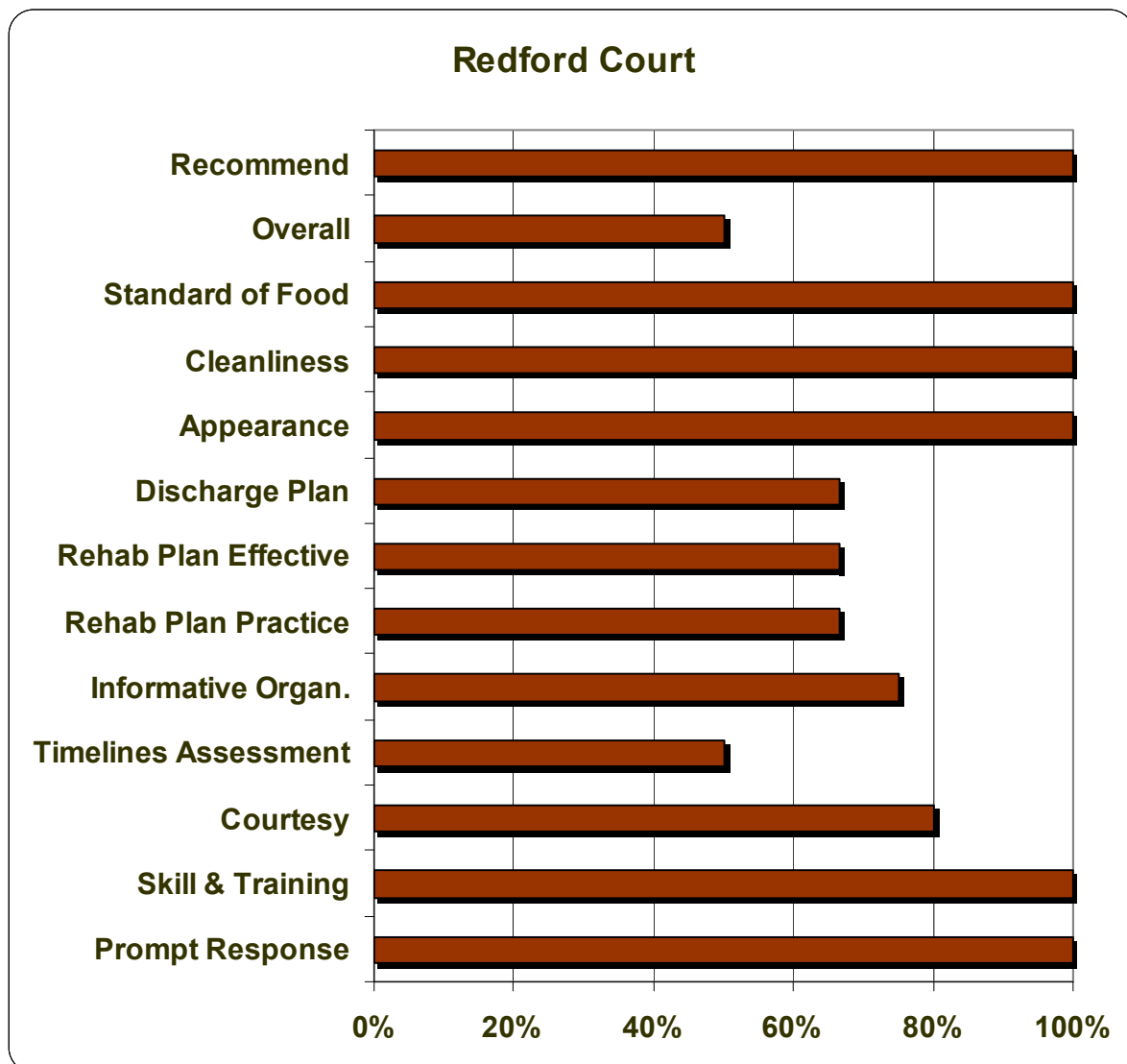
Of those discharged, one of the service users was admitted to Redford Court Lodge, two were discharged to other non-specialist residential facilities and two were discharged back to their own homes with community based support.

FAMILY SATISFACTION QUESTIONNAIRE

Redford Court



REFERRER SATISFACTION QUESTIONNAIRE



RESEARCH

Redford Court continues to benefit from the overall research programme of the Brain Injury Rehabilitation Trust. Many of our residential units are pooling their resources to invest in a wide range of outcome studies. Redford Court and Redford Court Lodge have continued to contribute to the development of new methods for behavioural measurement and observation, the results of which are to be published.

INTERNATIONAL CONFERENCE

Following the success of our two previous international conferences, BIRT is holding another international conference – Innovations: Models and Management of Brain Injury and Rehabilitation to be held in Birmingham on 23 –24 September 2009.

CONCLUSION

Over the past year Redford Court and Redford Court Lodge have continued to work hard to maintain the high standards of rehabilitation, which we have set in previous years.

Staff enthusiasm and commitment remains high and our staff remain committed to maximising the independence of our service users and enabling them to capitalise on any opportunities. Overall, the service users, their family and funders are happy with the rehabilitation that is being provided.

I hope this annual report gives a clear picture of who we serve at Redford Court and Redford Court Lodge and the work that we do.

Julianne Kinch

Consultant Clinical Neuropsychologist