

## Welcome to BIRTie

### Satisfaction Survey Results 2009

BIRT is pleased to announce that the results of its 2009 stakeholder satisfaction survey:

97% of families were satisfied or more than satisfied with our services overall and 100% would recommend them to others.

99% of referrers/purchasers were satisfied or more than satisfied with services overall, and 100% would recommend BIRT to others.

89% of service users reported they were happy or more than happy with BIRT services overall.

BIRT uses the feedback on all aspects of its services to plan, develop and further improve our services, as part of our commitment to making sure our services are of the highest quality possible.

### Free educational seminars

In response to demand, BIRT is again providing free educational seminars throughout 2010 for professionals working in acquired brain injury. For more details see [www.birt.co.uk](http://www.birt.co.uk)

## Flagship Service Opens in Glasgow



**Graham Anderson has opened its doors to the first people to be admitted to BIRT's brand new 25 bedded hospital in Springburn, Glasgow.**

Following an intensive training programme for staff and subsequent registration with the Scottish Care Commission the centre has proved to be a great hit with everyone who has visited it.

An open day in December drew in many professional visitors who were treated to a tour of the building and presentations by key clinicians.

Graham Anderson House provides services to adults with very complex needs. Carol Dale, Service Manager, explained "The

majority of service users admitted to date have substance use and psychiatric co-morbidities as well as challenging behaviour associated with their brain injury. Several also present with physical health needs such as diabetes and epilepsy and require support to achieve their maximum potential for living with support or independently".

Stressing the importance of the service to Scotland as a whole Mike McPeake, Development and Infrastructure Manager for The Disabilities Trust, said "We have, in Glasgow, what we hope will be just the first step in a continuum of rehabilitation which will eventually support people not just in the hospital

but when they move on into the community"

Preliminary meetings have already been held with key commissioners with a view to developing a second phase on the Springburn site. This would provide both a step down from the main service whilst at the same time allowing for a continuing rehabilitation service for those people who require longer term support.

*For information about Graham Anderson House, including its free educational seminar "Brain injury rehabilitation - a heady mix?" at Hampden, The National Stadium, Glasgow on 24 March 2010, see [www.birt.co.uk](http://www.birt.co.uk)*

# BIRT conference success

**BIRT's third international conference Models and Management of Brain Injury Rehabilitation, held in Birmingham last September, attracted 270 delegates from across the brain injury world.**

The two day conference focused on the latest developments and strategies for the treatment and rehabilitation of people with acquired brain injury, with

international speakers presenting their latest research and theories. Symposia and "hands on" workshops enabled delegates to participate in debate and discussion, learn new techniques and share good practice.

Dr Tamara Ownsworth, of Griffith University, Australia, commented "It was very exciting to be part of the BIRT conference which



Directors Lynn Turley and Professor Michael Oddy with conference speakers

provided an international programme that successfully bridged the gap between the implications of

brain injury at the cellular level and how people can optimally function in society."

## New books for children with a brain injured parent

**BIRT is delighted to introduce two new books aimed at children who have a parent with a brain injury: 'My Mum Makes the Best Cakes' and 'My Dad Makes the Best Boats'.**



for children because for most children it is only one of many issues in their family life."

BIRT wishes to express its grateful thanks to Dr Johnson for allowing us to publish and distribute the books.

Written by Dr Jo Johnson, Consultant Neuropsychologist, and illustrated by Lauren Densham, these books have been designed so that children aged 5-8 can read them independently. However, ideally they should be used with an adult to facilitate discussion about all aspects of family life and to enhance general emotional well-being. Dr Johnson explained: "The books deliberately make brain injury one of many things going on

To obtain a copy of either "My Mum Makes the Best Cakes" or "My Dad Makes the Best Boats", please email [cportman@birt.co.uk](mailto:cportman@birt.co.uk) stating which title you require.

*BIRT wishes to thank the Motor Accidents Solicitors Society (MASS) for supporting this project.*



# Family Matters

BIRT prides itself on providing support to the whole family, not just to the person with the brain injury. It understands, too, that families can play a vital role in their relative's rehabilitation. Recent research has identified that family adjustment is related to outcome from rehabilitation (Sander et al., 2002).

At Kerwin Court, families are included in the rehabilitation process via a range of services, including:

- information packs about Kerwin Court and family support
- bi-monthly family support groups ('family and friends meeting group')
- a 'family friendly space' for visitors with books, DVDs, leaflets and other

resources in a quiet area.

- therapeutic sessions with some service users and their families, based on their needs identified in the family assessment process.

Kerwin Court also has a well established family information evening which is facilitated by the multi-disciplinary team.

Discussion topics include memory, attention, problem solving, emotions, communication, physical function and benefits.

To download Kerwin Court's "family and friends information sheet" follow the links to Kerwin Court from

[www.birt.co.uk/whereweare](http://www.birt.co.uk/whereweare) or contact Kerwin Court on 01403 799160

# Home at last for honeymoon couple

**Amanda was admitted to Goole Neuro-rehabilitation Centre (GNRC) in March 2009 after suffering a traumatic brain injury whilst on her belated honeymoon in Aug 2008.**

It should have been the holiday of a lifetime, travelling across America on Harley Davidson motorbikes, however unfortunately Amanda lost control of her bike and suffered a severe traumatic brain injury along with a fracture of her spine. The doctors in the US hospital did not expect Amanda to survive.

When Amanda's husband Martin found GNRC he was immediately impressed with

the service, putting it on a par with the treatment Amanda had received in the US.

At first, Amanda was able to participate in sessions for only 20 mins and was very disorientated and emotional. She had severe communication difficulties and had a right sided weakness, requiring support to mobilise around GNRC.

Amanda worked closely with all members of the Multi-disciplinary Team, especially the Occupational Therapist who worked with Amanda to increase her confidence and independence in the kitchen, accessing shops as well as community facilities and exploring voluntary work

placements. Being able to transfer the skills she learned at GNRC to her home environment meant that Amanda could be discharged in January 2010.

Amanda said: I enjoyed being at GNRC and meeting lots of new people and I really appreciate everything that has

been done for me, but I'm very much looking forward to getting home to my husband and spending time together.

Amanda's family, particularly Martin and mother Ann, are a fantastic support to Amanda and have also become firm friends and supporters of GNRC.

*Amanda and her husband Martin  
Picture courtesy of Yorkshire Post  
Newspapers*



# Look after your head - it's yours for life

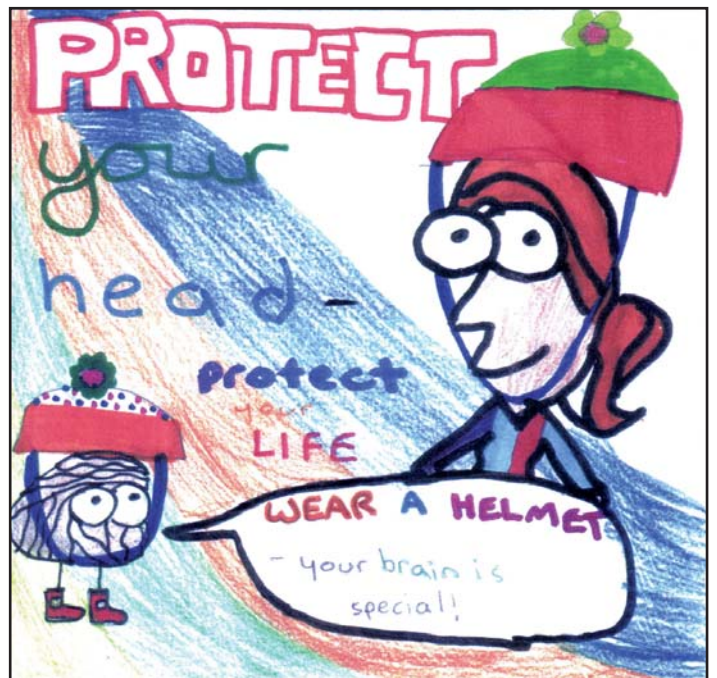
**BIRT is planning its 5th Look After Your Head campaign to tie in with Brain Injury Awareness Week, 17-23 May 2010.**

The campaign slogan for 2010 will be **Look after your head - it's yours for life**, the national winning entry in the teenagers' competition in 2009.

Around 135,000 children aged 5-16 have a head injury every year. Our Look After Your Head campaign aims to raise awareness of the measures children and young people can take to reduce the risks of this happening to them.

BIRT will be providing free educational and awareness resource packs to schools and community groups who work with young children and teenagers to promote the Look After Your Head message. BIRT services will be running a variety of awareness-raising events during Brain Injury Awareness Week in conjunction with families, friends, corporate and other partners in the local community.

If you would like to get involved in the Look After Your Head campaign or awareness raising activities in your area, please contact your local BIRT



service, (see [www.birt.co.uk/whereweare](http://www.birt.co.uk/whereweare)) or email [cportman@birt.co.uk](mailto:cportman@birt.co.uk)

*The 2009 winning entry in the children's "produce a design" competition.*

## New opportunities for service users

Service users of BIRT have now got the opportunity to achieve qualifications in life skills, personal development and vocational subjects in their own environment, rather than at a mainstream college or training centre.

The Disabilities Trust, of which BIRT is a part, has developed a new programme in conjunction with the National Open College Network: **Opportunity To Achieve**.

Through this programme service users are awarded credits in subjects which may be related to their own personal goals or which give them a taster of a new subject.

The scheme is being funded by The Disabilities Trust to ensure that fees are not a barrier for any service user who wishes to participate in this scheme.

## FAQs: measuring outcomes in brain injury rehabilitation

*Professor Mike Oddy, BIRT's Director of Clinical Services, explains BIRT's Outcome Measurement System (OMS)*

### How do you know whether rehabilitation is effective?

BIRT use a formal Outcome Measurement System involving a variety of recognised scales and instruments which are widely used and have established psychometric properties. Data are collected about each service user using tools such as the Neurobehavioural Rating Scale, the BIRT Aggression/Irritability Rating Scale, the Supervision Rating Scale, the Community Integration Questionnaire. We are also introducing the Mayo Portland Adjustment Inventory this year as it is now widely used across the world.

### What does the OMS measure?

Data are collected about each service user's behaviour,

levels of aggression/irritability where relevant, required levels of supervision, productive activity, accommodation requirements, community integration and satisfaction with life. The data are collected on admission and on discharge to enable comparisons to be made about the effectiveness of rehabilitation.

### What does your OMS do?

The OMS helps us to know what we can achieve with a given service user and to continue to improve our rehabilitation methods. It demonstrates that the treatment strategies, based on awareness of current research and professional consensus, are effective. It aims to improve our ability to predict what it will be possible to achieve in terms of how well a person will be able to function by the time they are discharged, what sort of placement they will need and how long this will take to achieve.

### Other than BIRT, who uses the OMS?

Purchasers and referrers use this information to help them make decisions about whether to use our services. For example, if BIRT demonstrates that a high proportion of service users are discharged to environments with lower levels of supervision then a purchaser may conclude BIRT offers a cost-effective service for their service users.

### How can I obtain outcome data about a particular service?

Our outcome data is reported in each service's annual report. You can request a copy from the service itself, or download one from their website page see [www.birt.co.uk/whereweare](http://www.birt.co.uk/whereweare). The Official BIRT Outcome Report 2009, available from March 2010, provides a summary of outcomes from all BIRT's services. Email [cportman@birt.co.uk](mailto:cportman@birt.co.uk) or download it from [www.birt.co.uk](http://www.birt.co.uk)



## 27th supported house opens in Broughton

In response to demand, Community Services has opened its latest 24 hour supported house at Broughton, near Grimsby, Lincolnshire. Martin Ward, who first came to BIRT in 2005 for assessment and rehabilitation at Daniel Yorath House in Garforth and was part of the Put Me Together Again Channel 4 documentary, has been living in a BIRT supported house in Leeds for the last two years but has now moved to the Grimsby area so he can be nearer his wife and friends.