

# Be your best after brain injury

Community-based cognitive support and case management



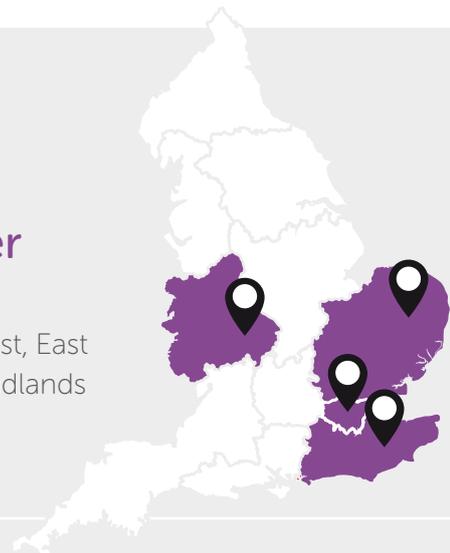
We provide specialist support and case-management services to people living with an acquired brain injury some of whom have completed residential rehabilitation. Our work follows a tried and tested cognitive rehabilitation model that aims to maximise people's independence over time and reduce support levels and costs. Previously known as Optua UK, we have been supporting people with brain injury for over 20 years.

## Avenues at a glance



Services in over 80 locations

in London, the South East, East of England, and West Midlands



Our services include...

Supported living, homecare and respite



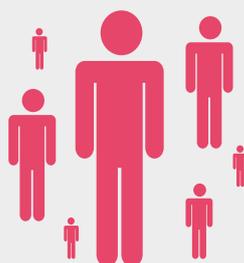
Outreach



Residential care



c1400 employees  
(700 full-time equivalent)



We support over 600 people

and have contact with many more through supported volunteering, employment and leisure services

## How we work

Acquired brain injury can devastate the lives of those injured, and their families and friends. The impact of brain injury on all aspects of life and relationships is enormous.

We understand brain injury. Our rehabilitative service promotes skills for independence as well as managing the client's cognitive and behaviour changes. We support the individual and their family through the involuntary personality alterations that result from brain injury. These may include changes in emotion, egocentricity, disinhibition, impulsivity, poor motivation, impatience and anger. Our teams complete comprehensive assessments of each client's needs so that we can design support packages relevant and appropriate for the brain-injured person and their particular needs and goals.

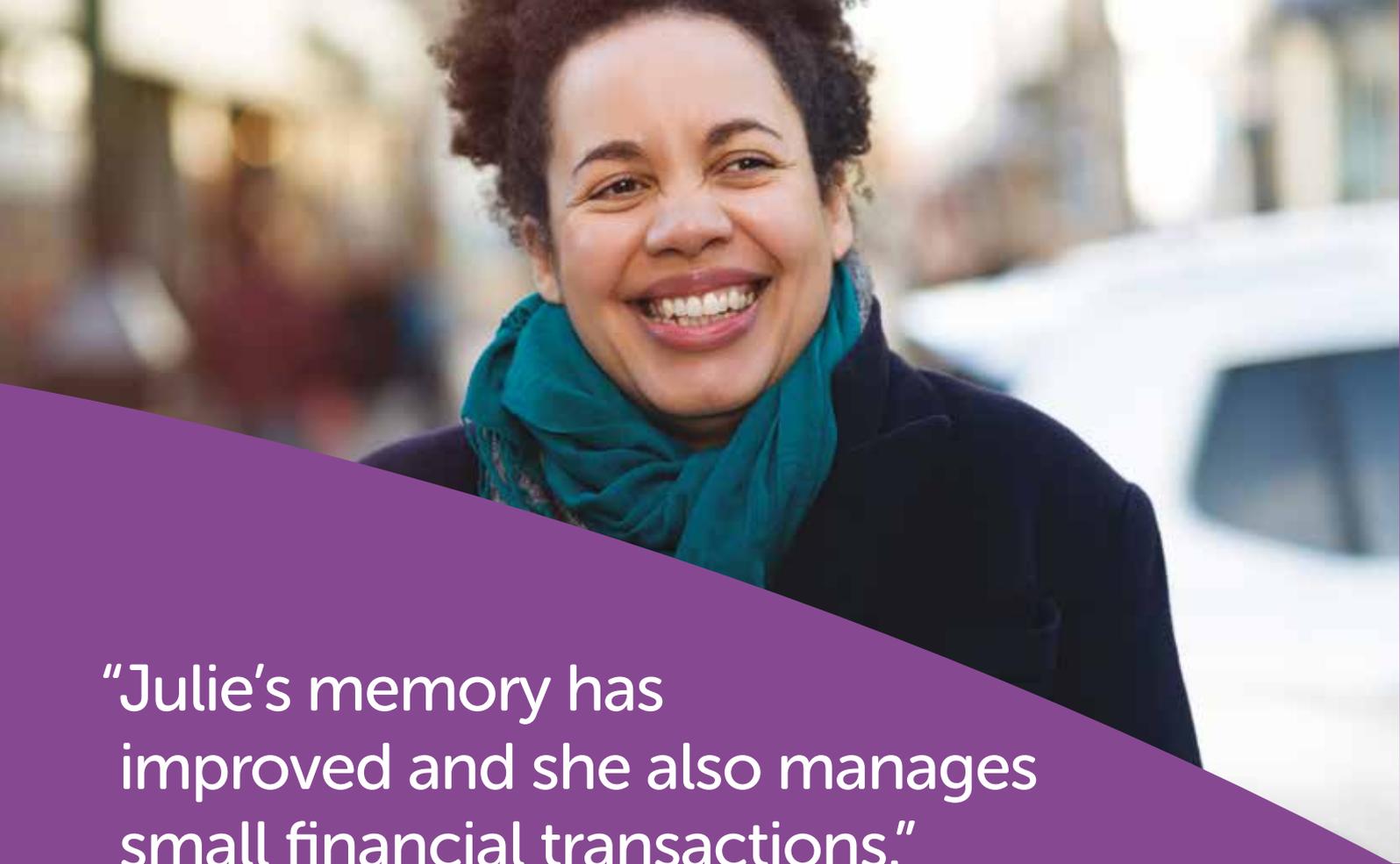
People living with an acquired brain injury, may lack insight and acceptance of their injury. There is often a vast array of complex but subtle problems that can go unrecognised or be misunderstood by some professionals involved with the individual. We work collaboratively with the client, and their family where appropriate, to accept and understand the changes in behaviours and to implement strategies to compensate for changes in cognitive functioning.

Our support workers and case managers come from a range of backgrounds. We select people based on their life-experience, values and how they can make a difference to the people they will be supporting. Every support worker completes specialist acquired brain injury training with us regardless of previous experience.

As well as co-ordinating the person centred support that we provide, our case manager coordinates professional input from all agencies involved with the injured person, working very closely with therapists and clinicians to ensure that together we provide the best rehabilitative programme to assist the client to return to normal citizenship.

Our services are regulated by the Care Quality Commission and we carry out regular monitoring to promote continuous improvement.

We have proved with many clients that a comparatively low level of case management input alongside our specialist support can enable a brain injured person to access the community and gain independence where they might otherwise have continued to live in residential or hospital settings.



## “Julie’s memory has improved and she also manages small financial transactions.”

### Making a difference

#### Julie: gaining independence and enjoying life again

Julie\* was 37 years old when she contracted a virus that led to seizures and a brain injury. This caused cognitive impairment and she was unable to remember anything from over 20 minutes ago. Julie had been in a residential rehabilitation unit 120 miles away from home for seven months. Her behaviour could be disinhibited, she would walk around at night, and she had developed pica, a disorder where people eat substances that are inedible. The team at the unit suggested that Julie would need 3:1 support to live in her own home.

Avenues supported Julie to move into her own flat in the town where she lived previously. She has 2:1 support and no

longer has any signs of pica, which was managed by her support workers making sure edible snacks were on hand if Julie felt the compulsion to eat. Her support team also devised ways for Julie to manage the impact of cognitive impairment, including a board on which her team writes what is happening each day.

Over time, Julie’s memory has improved and she also manages small financial transactions. She now sleeps through the night and, with her team, is working towards reducing levels of support overnight. Julie’s family are close by and she sees them regularly. Karen, one of her support workers, says. “Julie told me that before she moved into her flat she used to phone her mum every day in tears but now she phones her to say what she is looking forward to doing.”

*\*not her real name*



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## Why choose Avenues?

- We have a positive reputation gained from over 20 years of development and growth. We continually challenge ourselves to find new ways to support people.
- We are a large organisation that works and thinks locally. Our hubs have the support of a large organisation with the flexibility to work in ways that meet local needs.
- Our expertise means that the people we support receive the right level of support at the right times. Our support will change as people's lives change.
- We are trusted by individuals, families and commissioners and as a result we have established long standing relationships with people and organisations. We will let you know how things are going before you ask.
- We make the most of local communities, connecting the people we support with what interests and stimulates them. We want people to live good lives and achieve their goals.
- We are a not-for-profit organisation guided by our values. Proceeds from our services are reinvested into developing our work.

### Find out more

Contact us at the location nearest to you for an informal chat or for more details about our services.

**Email: [info@avenuesgroup.org.uk](mailto:info@avenuesgroup.org.uk)**

**East of England Tel: 01449 700069**

**West Midlands Tel: 01743 357885**

**London and the South East**

**Tel: 020 3535 0500**

