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Outreach Service

The outreach service provides 1-1 support to individuals in their own homes, local environments and communities. The aim of the outreach service is Reablement i.e. supporting people to achieve optimum independence and to maintain their social care environment. The service is person-centred, therefore, the goals vary between each client according to their individual needs. Our philosophy is to work with the client rather than *for* the client to assist them to achieve their individual goals.

All staff comply with the Lone Working policy and carry out the appropriate risk assessments. The service is registered with the Care Quality Commission (CQC) and in March 2013 and January 2014, we received unannounced CQC inspections where we met all the standards in each of the domains.

Clients receiving the service are funded either by Adult Social Care, the NHS, via compensation packages or private funding.

The level of input varies according to need and available funding and this may range from 2 hours per month to 15 hours per week.

We work with clients to achieve their individual goals which will vary, however, most of our clients will require some input in the following areas:

Emotional support	Organising and planning skills
Education and increased awareness of brain injury and its effects	Signposting to other support networks and social networks
Motivation	Communication skills
Empowerment	Decision-making skills

Specific goals may include:

Budgeting & debt management	Cooking, meal preparation & healthy eating ideas
Shopping	Exercise
Forming routines: weekly & daily planning	Correspondence (paperwork & phone calls)
Using public transport	Housework & housekeeping
Prompting medication	Appointments (arranging & supporting attendance)
Memory strategies – trying new techniques & monitoring success	Research & support with college courses or volunteering

For more information, please contact the Outreach Team on the number above or email at georgina.baker@headwayeastsussex.org.uk or tracey.jerrey@headwayeastsussex.org.uk

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Affiliated to Headway UK
 The Brain Injury Association
 A registered charity

Patron: Baroness Julia Cumberlege
 Registered Charity no: 1084715
 Limited by Guarantee, Registered in England no: 04027768

