

Community Acquired Brain Injury Service (CABIS)

Gateshead, Sunderland and South
Tyneside

Patient information leaflet



Tel: 0191 566 5650

Email: CabisTeam@cntw.nhs.uk

This leaflet contains information that we hope you will find useful during your time with our service. If you would like any further information about anything in this leaflet, please contact us or ask a member of the team.

What is CABIS?

CABIS provide specialist neurorehabilitation. We offer assessment and community based rehabilitation for people who have difficulties in their day to day life following a brain or head injury.

An acquired brain injury may be caused by trauma, infections or loss of oxygen to the brain. We also see people who attend the local Accident and Emergency Departments because of head injuries and post-concussion symptoms.

We provide services for residents of Gateshead, Sunderland and South Tyneside who are aged 16 years and over.

We understand that brain injury doesn't just affect individuals. As such, we provide support for families and/or carers to help manage practical and emotional issues which can occur after a brain injury.

Your assessment begins at first contact

When you attend CABIS you may see a:

- Neuropsychologist
- Specialist Occupational Therapist
- Specialist Physiotherapist
- Specialist Nurse
- Specialist Speech and Language Therapist
- Assistant Practitioner
- Assistant Psychologist
- Vocational Coordinator
- Headway Coordinator

What does an assessment involve?

At your first appointment you will be seen by one or more members of staff who have expertise in treating the problems you are experiencing. Cumbria, Northumberland Tyne and Wear NHS Foundation Trust (CNTW) is a teaching organisation and you may be asked if a student can be involved in your assessment or treatment. If you would prefer not to have students present during your consultation, please inform a member of staff.

Your first appointment will last for about one hour, during which we will ask you about the following:

- About your brain injury and any difficulties you are experiencing related to this.
- How you are coping and feeling since your injury.
- How the difficulties you are experiencing are impacting on your function.
- The impact on your family/carers and what we can do to support them.
- Your priorities for treatment and goals.

You may also be asked to complete some pen and paper tasks to look at how the injury has affected your thinking skills.

Following assessment, we will agree a care plan with your rehabilitation goals.

Please remember to bring your glasses if you wear them.

Please bring a list of current medications that you are taking.

If you would like to be accompanied by a family member or friend, they are welcome to come into the appointment with you, but we will ask your permission first.

Rehabilitation

How long will I be involved with CABIS?

We will offer you a period of rehabilitation depending on your individual needs. This will be discussed with you once your needs have been fully assessed.

We work collaboratively with local health and social care professionals to ensure you access the right services to meet your individual needs.

How often will I attend?

This will be an agreement with you and your clinician and will be based on your individual needs.

Where will I be seen?

We see people at one of our bases initially but can also see you at home or somewhere local to you such as a GP surgery as appropriate.

Discharge

Once you have achieved your rehabilitation goals you will be discharged from the service. Everyone who is discharged has the option to join our Headway peer support group.

You can always contact the service after discharge for advice. Some people might benefit from planned follow up and this will be agreed prior to discharge.

On discharge both you and your GP will be provided with a summary letter which will include information about your assessment, rehabilitation and an agreed plan to support you in your ongoing recovery.

Contacting CABIS for advice after you have been discharged

We are aware that things can change, and issues can arise at any time. We have a Duty Worker available from Monday to Friday between the hours of 8am and 4pm, who you can speak to over the phone. Where possible we will ensure that you speak to someone you know from our service, but if this is not possible the Duty Worker will be able to assist.

Where is CABIS based?

CABIS have a central point of contact at Monkwearmouth Hospital, Sunderland, and Gateshead Health Centre, Gateshead. A South Tyneside base is to be confirmed.

‘Pay and Display’ parking is available at Monkwearmouth Hospital. Due to limited parking, it may take you extra time to find a parking bay.

Gateshead Health Centre also operates a ‘Pay and Display’ parking system. Parking is to the front of the Health Centre and on Ely Street.

Interpreters

Staff can arrange an interpreter if you need one.

Dignity and Respect

CNTW NHS Foundation Trust will treat people with dignity and respect and expect the same in return. We want to ensure that our staff can work, and service users can experience treatment in an environment that is safe and secure.

As part of the NHS, we have a zero tolerance of all forms of abuse. Violence against our staff, service users and visitors is a crime.

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

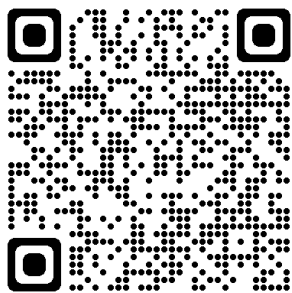
If you want to make a comment, suggestion, compliment or complaint you can:

- 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/
- telephone the Complaints Department Tel: (0191) 245 6672
- email 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/poy
- complete a Points of You survey, available on reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback



You can also scan this QR code to leave anonymous feedback on our 'Points of You' webpage. Once on the site, type in our unique code CNTW102, and tell us what you think.

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

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

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.

Useful contacts

Initial Response Service

Tel: 0800 6522 867

Email: IRS@cntw.nhs.uk

Headway Helpline

Tel: 0808 800 2244

Email: helpline@headway.org.uk

Contact details

Monkwearmouth Hospital

Newcastle Road

Sunderland

SR5 1NB

Gateshead Health Centre

Prince Consort Road

Gateshead

NE8 1NB

Tel: 0191 566 5650

Email: CabisTeam@cntw.nhs.uk



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 (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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