

Northumberland Head Injuries Service

Patient and carer information

Contents

Welcome	3
What is Northumberland Head Injuries Service?	3
Team members	3
Your family and friends	5
Your initial assessment	5
What other service users say	5
How to find us	5
Contact details	7
Further information and advice	8
Comments, suggestion, compliment or complaint	9

Welcome

This leaflet provides you with information about Northumberland Head Injuries Service. If you have any questions about anything in this leaflet please ask a member of the team.

What is Northumberland Head Injuries Service?

Northumberland Head Injuries Service offers a range of services for people who have sustained a traumatic brain injury. We provide services for Northumberland residents from the age of 16 years upwards.

Team members

The following staff work in the team. All, or any of them, may work with you to assist in the achievement of your rehabilitation goals.

Physiotherapists

- Provide individual assessment and treatment for your movement problems, dizziness or fitness.
- Provide exercise advice.
- Offer a hydrotherapy service if appropriate.
- Make recommendations for orthotics and wheelchairs.

Occupational Therapists

- Carry out daily living assessments.
- Assist with self-care skills and equipment.
- Assist with the development of independent living skills.
- Support you with vocational rehabilitation (return to work, exploring college/voluntary opportunities).
- Make recommendations for minor works and housing adaptation.

Clinical Psychologists

- Carry out assessments and therapy aiming to support you to adjust to the changes experienced after your brain injury.
- Provide cognitive assessments and strategies to compensate for difficulties with memory, concentration, planning, etc.
- Provide assessment and support with anger management.

Speech and Language Therapist

- Carries out assessments and therapy to help with communication and swallowing problems.
- Makes recommendations for communication aids where appropriate.

Consultant in Rehabilitation Medicine

- Provides a medical overview and a range of interventions, such as pain management and treatments to help alleviate problems with tone and muscle spasm.
- Makes recommendations to your GP regarding appropriate medication.
- Liaises with other doctors involved in your care.

Community Practitioners

- Will work closely with you to identify your rehabilitation, health care and social support needs
- Will work in partnership with you and with other members of the team to set out the goals that you would like to achieve and to ensure that the ongoing involvement with the team is meeting your needs.
- Offer you and your family advice and support.

Assistant Practitioner

- Will work under the direction of the therapists to support you to achieve your agreed therapy goals.

Peer Supporter

- The peer supporter is someone with lived experience of brain injury.
- They can share their own experience of brain injury and recovery with you and listen to your concerns from the perspective of someone who knows what it is like to experience brain injury.
- They help the team with service development by organising groups of service users to share their thoughts with us on how to improve the service we offer you and others with brain injury.

Your family and friends

We encourage you to bring a partner, friend, or other family member along with you to the initial assessment. Our team offers support to them too.

Your initial assessment

You have had a brain injury, there may be questions you wish to ask. A good idea would be to write them down before coming to your initial assessment, we will do our best to answer them.

What other service users say

In compiling this leaflet we consulted with other service users. Some told us they felt scared and daunted at the prospect of their first meeting with our Service. Here are a few of their thoughts now:

I was so nervous before I came to the Northumberland Head Injuries unit, but I needn't have worried as everyone is so friendly and welcoming.

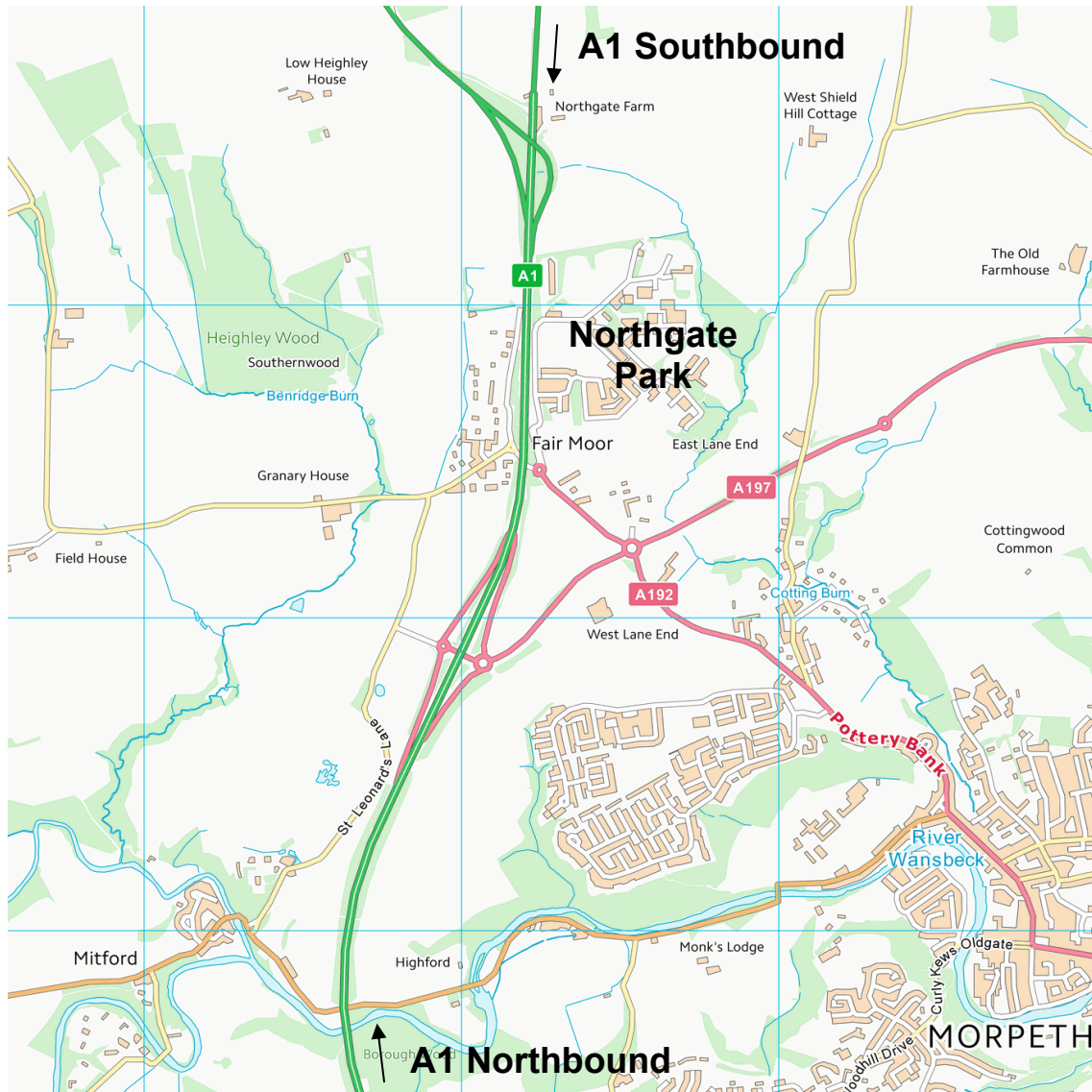
Thank you for listening.

Empathetic,
good motivators.

A holistic view from
Administration to
Consultant.

How to find us

Most people arrive by car. Pay and display car parks are available within the hospital grounds. Parking at the Northgate site can sometimes be a problem during busy times. If you cannot find a parking space please ask for assistance at our department, and we will try to help.



© Crown Copyright 2018 OS 0100015975 You are permitted to use this data solely to enable you to respond to, or interact with, the organisation that provided you with the data. You are not permitted to copy, sub-licence, distribute or sell any of this data to third parties in any form.

From A1 Northbound – Take exit towards A197/A192. At the roundabout, take the 3rd exit onto Morpeth Northern Bypass. At the roundabout take the 1st exit and stay on Morpeth Northern Bypass. At the roundabout, take the 1st exit onto A192. Look for the petrol station on the right. After the petrol station turn right following the Northgate Hospital sign, turn immediately left and then right again. Follow the road around into the hospital grounds, passing St Andrews Gardens housing estate.

From A1 Southbound – Take the exit toward A197/A192. At the roundabout take the 1st exit onto Morpeth Northern Bypass. At the roundabout, take the 1st exit onto A192. Look for the petrol station on the right. After the petrol station turn right following the

Northgate Hospital sign, turn immediately left and then right again. Follow the road around into the hospital grounds, passing St Andrews Gardens housing estate.

From Morpeth town centre – Take the A192 northbound for 2 - miles, look for the petrol station on the right. After the petrol station turn right following the Northgate Hospital sign, turn immediately left and then right again. Follow the road around into the hospital grounds, passing St Andrews Gardens housing estate.

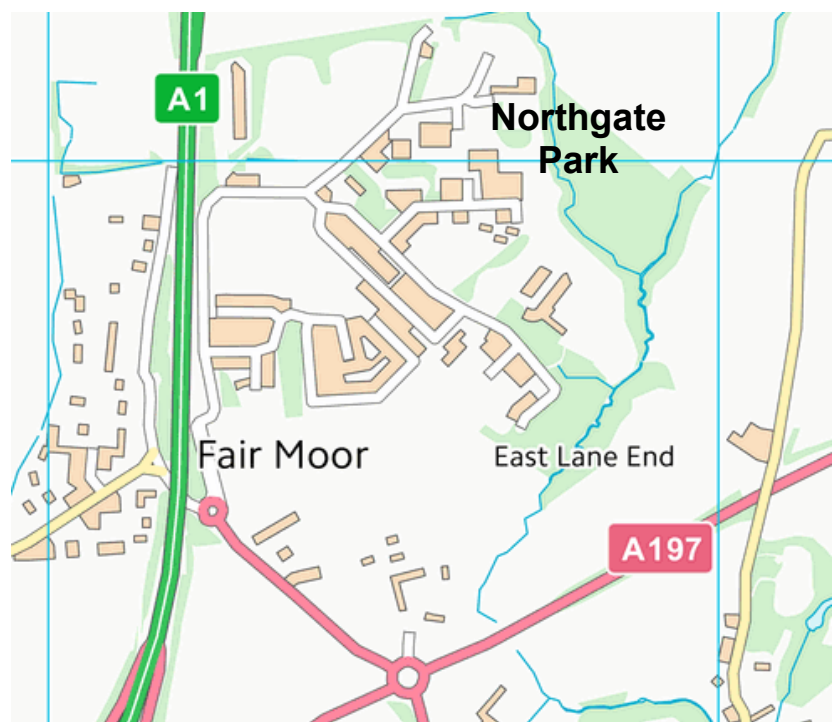
The 417 bus from Morpeth bus station runs throughout the day to Northgate. The following link will take you to the timetable

<https://bustimes.org/services/417-northgate-hospitalmorpeth-morpeth>

Contact details

Northumberland Head
Injuries Service
Medical Directorate
Northgate Park
Morpeth
Northumberland
NE61 3BP

Telephone: 01670 394 150



Email: nhisadmin@cntw.nhs.uk

Please note that information sent to the Trust via email is sent at your own risk.

Office hours: Monday to Friday, 8.30am to 4.30pm

Further information and advice

- **Headway**

Supports people with a brain injury and those who care for them.

Free helpline: 0808 800 2244 - Monday to Friday, 9am to 5pm

Website: www.headway.org.uk

- **Carers Northumberland**

Information and support for carers.

Telephone: 01670 320 025

Email: info@carersnorthumberland.org.uk

Website: www.carersnorthumberland.org.uk

Comments, suggestion, compliment or complaint

You can talk to a staff member or contact one of the organisations listed below. Other ways to give feedback are available at:

www.cntw.nhs.uk/yourfeedback

Your Voice

Email: yourvoice@cntw.nhs.uk

This is a way of sharing your thoughts on the care you received from a service or ward. This could be any type of experience, good or bad. You can ask us to let you know what happens with your feedback.

Comments and complaints

Email: complaints@cntw.nhs.uk

Telephone: 0191 245 6672

Write to: Complaints Department, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, St Nicholas Hospital, Gosforth, Newcastle upon Tyne, NE3 3XT

When you think something went wrong, let us know. This will give us the opportunity to make sure it doesn't happen again.

Patient Advice and Liaison Service (PALS)

As a patient, relative or carer you may need to turn to someone for help, advice or support. PALS offer a free and confidential service for any care concerns you have.

PALS North of Tyne

Email: pals@nhct.nhs.uk

Telephone: 0800 032 0202



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

Published by the Patient Information Centre

2026 Copyright: Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Ref: PIC/162/0426 April 2026 V13

Review date 2028

Website: www.cntw.nhs.uk

Find us on social media, search for CNTW