




Case Management & Rehabilitation Solutions





Case management and rehabilitation solutions

 **Celebrating 25 years in the industry.**

 **Leading provider of case management and rehabilitation services.**

 **Nationwide coverage with no waiting list.**

 **Totally client focused.**

 **CQC registered.**

 **Quality and continuity through depth and breadth of service.**

 **Rigorous clinical governance.**

Welcome to ILS

Case management and rehabilitation solutions

Operating from our head office in Wiltshire, UK, we provide case management and rehabilitation services on a nationwide scale.

When a person's life has been changed by injury, we address the practicalities. We work with children and adults who have had moderate or catastrophic, complex injuries. We assess individual needs and are able to provide a comprehensive case management and rehabilitation service designed to maximise independence.

Founded in 1992, ILS now employs over 50 case managers and 70 therapists throughout the UK. Supporting them, we have almost 40 head office staff in Wiltshire.

After 25 years' in the industry, we're incredibly proud to be one of the UK's leading case management and rehabilitation companies.



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Why choose ILS case management and rehabilitation solutions?

So why choose ILS?

ILS is a leading provider of case management and rehabilitation services in the UK. After 25 years' experience in the industry, we are proud to still be providing these services to: people whose lives have been changed by injury, to solicitors, and insurance companies on a nationwide scale.

A holistic approach

- We can offer the complete package: case management, rehabilitation, recruitment and training and supervision for support teams.
- We have total client focus and this is at the forefront of everything we do.
- We are committed to helping our clients to maximise their independence and to regain and maintain a more rewarding quality of life; our support covers every aspect of physical, intellectual and emotional wellbeing.
- There is no waiting list for an initial needs assessment or case management for a client. Upon request, an initial needs assessment quote will be sent within 24 hours and case management can begin immediately after we receive instruction.
- We offer flexible appointments to meet clients' needs.
- ILS rehabilitation solutions can provide standalone rehabilitation services. Therapy can be commissioned by insurers and solicitors, as well as case managers. We offer the full range of therapies enabling clients to have a multidisciplinary ILS team. This offers significant client benefits including streamlined team communications and cost-saving efficiencies.
- ILS rehabilitation solutions provides fixed-price initial assessments, detailed professional reports and costings for ongoing therapy or treatments, and competitive fee rates.
- All of our case managers and therapists have experience in the field of litigation, enabling them to provide a valuable support package to clients going through the litigation process.

Our long-standing experience in the industry has meant that we have carefully tailored our case management and rehabilitation solutions services over time, to be able to deliver the best possible package to our clients.



Why choose

ILS case management and rehabilitation solutions?

Highly experienced case managers and therapists

- Our team of case managers are all professional adult and paediatric specialists. They include occupational therapists, physiotherapists, speech and language therapists, nurses and social workers.
- Our 54 case managers have over 300 years' experience between them.
- All of our case managers are registered with BABICM* and CMSUK**. When joining ILS, case managers are encouraged to work towards advanced BABICM status. Currently, we have 18 case managers who have achieved advanced registered practitioner status with BABICM.
- All of our case managers and rehabilitation solutions therapists maintain their registration with the HCPC*** or NMC**** and their relevant professional bodies.
- All of our therapists are specialists within their field; they have had post-grad training and are members of professional special interest groups.
- Both case managers and therapists receive a comprehensive induction upon joining ILS, and receive on-going training to ensure they remain up to date with developments in their clinical specialism. They also receive mentorship to maintain a high quality service and client satisfaction.



* British Association of Brain Injury Case Managers

** Case Management Society UK

*** Health and Care Professions Council

**** Nursing and Midwifery Council



Support from ILS

- We offer the back-up of our head office teams between 9:00 am and 5:00 pm. We have a very experienced workforce and a high retention rate of employees.
- Our head office team in Wiltshire work to provide continuous support to our clients, case managers and therapists; we have dedicated operations, administration, IT, learning and development, finance, HR, and payroll teams in place to ensure that our clinicians can focus solely on the care of their clients whilst maximising efficiency and cost-effectiveness .
- We offer an in depth payroll service, where everyone receives a dedicated payroll team member. We calculate sick pay, annual leave entitlement, and with prior agreement we can make payments directly to HMRC and care staff. We can administer workplace pension systems for support workers and carers.
- We provide an online client contact notes facility and an in-depth documentation procedure.
- Our case managers use an online, actual-time recording system ensuring the client is billed accurately, with detailed invoice breakdowns available.
- We are experts in supporting 24 hour care teams; we have recruited, supported and managed over 500 carers.



Why choose

ILS case management and rehabilitation solutions?

Training & maintaining standards

- ILS are award winners in training excellence.
- ILS is registered and inspected by the Care Quality Commission.
- We place huge importance on maintaining professional standards. Each case manager and therapist has a professional mentor or coordinator who is highly experienced in case management and working with ILS. Not only do mentors provide support to their case managers, they are also there to provide cover when the case manager is away, for example, on holiday.
- Our involvement with organisations like CMSUK, BABICM, Headway and BIG means that we keep abreast of the very latest developments in the industry.
- We are the only case management company who provide an internal conference to all staff. Our conference is now an integral part of company life; providing an important opportunity for all of our case managers, rehabilitation solutions therapists, management teams and head office staff to integrate and undertake training. We invite distinguished speakers from the healthcare and rehabilitation industries to join us to provide specialist training to the teams.
- We offer an established CPD training programme for legal professionals, covering case management and rehabilitation topics.



Supporting charities

ILS is committed to supporting charities and organisations who are stakeholders in the case management and rehabilitation world.

Each year, using the input of our staff, we choose a number of organisations to support throughout that period. This may include sponsorship of fundraising events, hosting our own events, or donating to the cause itself.

Not only is this aspect of our work incredibly important to us, but also to the charities that provide care for clients just like ours. You can read about some of our recent charitable efforts on the new page on our website: www.indliv.co.uk/news.

Alternatively, to keep an eye on what we've got coming up, visit: www.indliv.co.uk/events-calendar.





Case management **services**

ILS work with children and adults who have had moderate, through to catastrophic injury, complex disabilities and polytrauma.

Our case managers are able to coordinate a comprehensive service package of care and rehabilitation for a person whose life has been changed by injury. They are experienced in supporting clients with complex injuries, disabilities and mental health issues. Likewise, they are able to support young clients who are transitioning into adulthood.

We are committed to helping our clients to maximise their independence and to regain and maintain a more rewarding quality of life; our support covers every aspect of physical, intellectual and emotional wellbeing.



ILS case managers

Our team of over 50 case managers are all highly experienced, professional adult and paediatric specialists. They include occupational therapists, physiotherapists, speech and language therapists, nurses and social workers. All of our case managers are registered with BABICM and CMSUK, and 18 are advanced BABICM members. Within our team we have case managers who specialise in the care of clients who have:

- Acquired brain injury.
- Spinal cord injury.
- Trauma injury.
- Cerebral palsy.
- Multiple orthopaedic injuries.
- Mental health issues, and more.

We are specialists in working with clients who have the most complex needs. We have huge experience in the complexities of case management for catastrophically injured clients.

All of our case managers and rehabilitation solutions therapists have experience in the field of litigation, enabling them to provide a valuable support package to clients going through the litigation process.

Whether it's paediatric or adult case management you are looking for, we can provide a comprehensive service package.



What to expect from an ILS case manager

ILS case managers are committed to helping maximise their client's independence. They will work closely with their families, fund-holders, and care teams in order support every aspect of the clients' physical, intellectual and emotional wellbeing:

- The Case Manager will complete a comprehensive assessment of the client's needs with the client and their family or representatives - see Immediate Needs Assessments on page 9.
- The Case Manager supports the client, their carers and family members, and acts as their advocate if required.
- The Case Manager recruits, co-ordinates and manages the entire care team, training and supervising staff as required- see recruitment, employment and payroll services on page 11.
- The Case Manager ensures that the client has the necessary input from relevant medical practitioners, therapists and other professionals e.g. architects
- Our case managers ensure a coordinated approach between everyone involved with their client to ensure the best outcomes.
- We are true facilitators – which can mean anything from overcoming an educational or employment obstacle, to finding and converting a suitable home.



Immediate Needs Assessments

ILS has been assessing clients with complex disabilities and providing clear, concise and comprehensive case management reports since 1992. We were one of the first case management companies to provide Immediate Needs Assessments in accordance with the Rehabilitation Code and we continue to meet the standards of the updated 2015 Code.

We appreciate the importance of getting clients assessed quickly in order to put the interventions in place to facilitate their recovery. To do this, we have developed a quick and streamlined process:

- Initial enquiry.
- ILS quote for clients 'Initial Needs Assessment' (INA) provided within 24 hours, CV of best-suited case manager is enclosed.
- INA takes place with client and family members.
- Case manager compiles an in-depth report for proposed case management and rehabilitation package.
- Instruction to commence is given from fund-holder.
- Intervention begins immediately.



What to expect

When you contact us we will, usually the same day, send you a quote for an assessment and the CV of the Case Manager who is most appropriate for your client. Once you authorise us to complete the assessment, we will contact the client and/or family within two working days and the face-to-face visit will usually happen within 10 days, subject to the client's availability. The report is sent out within 10 working days of the visit unless it is required more urgently.

Once a report is completed and we have instruction to commence input from the fund-holder, we can start our intervention immediately. **ILS does not operate a waiting list.**



The report will include the following:

- Current client details, medical and health issues and injuries sustained.
- Client's previous and current social and domestic situation.
- Current support client receives and agencies involved.
- Previous and current occupational status.
- Physical restrictions caused by the injury and the impact on daily life.
- Cognitive and behavioural issues caused by the injury and the impact on daily life.
- Identification of case management and rehabilitation needs.
- Recommendations for intervention and rehabilitation.
- Detailed estimate of case management costs.
- Costs of specific rehabilitation and treatment where this is known at the assessment stage. Please note that it may be necessary for the case manager to recommend an assessment by an appropriate specialist to establish specific costs.

To find out more about what happens after the initial needs assessment has taken place and case management begins, please see our 'Role of the Case Manager' brochure. Download it here: www.indliv.co.uk/resources.

Recruitment, employment and payroll services

Unlike most case management companies, ILS has a large, dedicated HR team who manage all recruitment and employment issues on behalf of our clients. Employing and recruiting staff can be very difficult if you've never done it before – which is often the case for many of our clients who require support staff.

Our HR team work alongside the case manager and will guide and support employers through the employment and management of support staff and care teams on behalf of their clients.

Our HR officers are all CIPD (Chartered Institute of Personnel and Development) qualified and have on-going training to keep them up-to-date with employment legislation. They also have access to a 24-hour employment law advice line. In addition to this, we have a team of qualified HR Administrators supporting the officers and clients.

The team will provide a complete 'employment and recruitment' package which includes:

- Managing advertising and recruiting.
- Obtaining references and DBS checks.
- Checking candidates' eligibility to work in the UK.
- Ensuring support staff are trained and supervised in compliance with Care Quality Commission requirements.
- Carer's indemnity insurance.

Our HR team will prepare all the employment contracts and manage any employment issues such as grievances and disciplinary issues.

Payroll

In addition to this, we also provide a complete payroll service. Our Payroll Controller is a qualified payroll administrator and has on-going training to keep her updated with new legislation and any changes imposed by HMRC.

The Payroll team currently provide a payroll service to our clients which includes the processing of monthly payrolls, providing payment information to employers, or arranging payment via BACS and necessary reporting to fund holders. They also provide a point of contact for payroll queries and deal with all matters relating to PAYE including end-of-year returns.





Rehabilitation solutions

ILS is a leading provider of rehabilitation solutions, specialising in providing highly experienced professionals throughout the UK.

We are personal injury specialists and work with clients who have had moderate or catastrophic injuries, for example, brain or spinal cord injury.

Our services are diverse and flexible, we can provide:

- Individual treatment programmes.
- Coordinated interdisciplinary service to clients who have sustained a more serious or complex injury.
- Core training for care teams which includes moving and handling and nursing support to help ensure CQC compliance.

We're here to provide a quality service that you can trust to meet your client's needs.



About ILS rehabilitation solutions

Following the success of ILS case management, ILS rehabilitation solutions was established in 2012. It was set-up to address the need for a more holistic care package, and to provide a high quality range of specialist rehabilitation services. Our approach is totally client centred and our highly skilled teams ensure we provide the very best service.

We have an excellent reputation for working alongside our clients to achieve their rehabilitation goals.

We pride ourselves on giving honest advice and recommendations and will always act in the client's best interests.

Our aim is:

- To provide a high quality, comprehensive rehabilitation service.
- To have a client centred approach.
- To work collaboratively and effectively with other professionals.
- To be flexible in our approach to ensure we meet the needs of our clients.
- To provide a national service with an individual focus.
- To have clear goals and be outcome focussed.
- To be accountable.





Our Team

We have a large, highly skilled and diverse team which includes occupational therapists, physiotherapists, speech & language therapists and nurses. All our clinicians are registered with the HCPC or NMC.

Our professionals' aim is to build strong client relationships and from the outset we will set expectations and formulate goals against which outcomes will be measured. All ILS rehabilitation solutions therapists maintain a high level of continued professional development and many have postgraduate qualifications. Each team member has an assigned clinical mentor who provides them with regular individual support.

The ILS experienced administration and support team is based in our head office in Wiltshire, they work closely to support our professionals to ensure that we are continually meeting our client's rehabilitation needs.

Why choose ILS rehabilitation solutions?

- Our team of professionals deliver a tailored service assisting clients, their families and care teams throughout the rehabilitation process.
- Our services are diverse and flexible to meet your client's needs. We can provide individual treatment programmes or a coordinated interdisciplinary service to clients who have sustained a more serious or complex injury.
- We offer client-centred training for care teams to carry out moving and handling, therapy, and delegated nursing tasks.
- By developing and implementing bespoke rehabilitation programmes, our expert team of specialists assist our clients to help them to achieve their maximum potential. We help people deal with the consequences of injury and medical absence from work, leading to an improved quality of life and, where possible, to useful occupation.
- In addition to this ILS provide a comprehensive, on-going training programme for all staff. We believe that training and support for our professionals is essential in ensuring that our clients receive the high quality services they require.



Outcome Measures

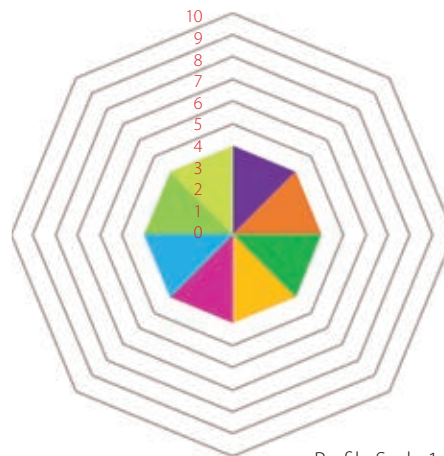
An implicit part of our work is to ensure we meet our client's needs and that their aspirations are at the heart of what we do; where there are complex needs and care situations, it is easy for subtle progressions and changes to be missed amongst the complexity of daily life.

In addition to using standardised therapy outcome measures, research and review of current evidence-based practice led us to develop our own unique outcome measure: Goals and Outcomes Profile (GOP).

Goals and Outcomes Profile (GOP) - Initial

Initial - Jack, February 2104

- Jack to use three-word sentences on his communication aid
- Jack to transfer to use the toilet with a standing transfer at home and school
- Jack to use both hands on a large play item
- Jack to use his left hand to stabilise a play item
- Jack to use his right hand to activate a keyboard with precision
- Jack to control a pencil to form letters with assistance or equipment support from the elbow
- Jack to remove jumper from his arm left (before or after removing for over his head), using his right hand
- Jack to achieve level 5 'Sophisticated Beginner' on ALP wheelchair driving scale



Profile Scale 1-10

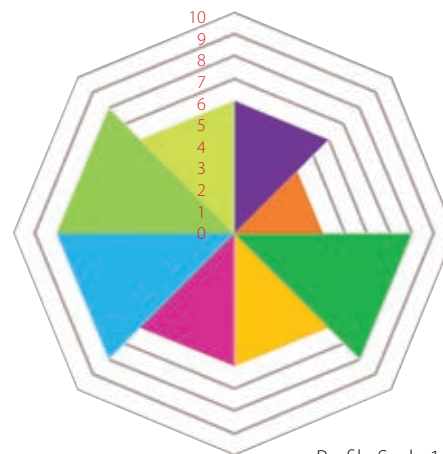
Using a 10 point scale to convert Goal Attainment Scale* and other rating scores the GOP provides a simple, visual representation of personal progress and outcomes following therapeutic intervention.

* We recognise that these are not scores or statistically valid measures but simply a tool to feedback, monitor and provide a motivating and meaningful service to our clients.

Goals and Outcomes Profile (GOP) - Progress

Progress - Jack, June 2104

- Jack to use three-word sentences on his communication aid
- Jack to transfer to use the toilet with a standing transfer at home and school
- Jack to use both hands on a large play item
- Jack to use his left hand to stabilise a play item
- Jack to use his right hand to activate a keyboard with precision
- Jack to control a pencil to form letters with assistance or equipment support from the elbow
- Jack to remove jumper from his arm left (before or after removing for over his head), using his right hand
- Jack to achieve level 5 'Sophisticated Beginner' on ALP wheelchair driving scale



Profile Scale 1-10



Nursing Advisory Services

Our team of highly qualified nurses have a wide range of clinical skills and experience. We aim to provide our clients with nursing support and advice to enable them to develop a lifestyle where their nursing needs are made as medically stable as possible.

Our nurses have expertise and experience in paediatrics, learning disability, mental health, adult nursing, district nursing, and health visiting.

In our experience we've found that involving a nurse advisor in the early stages of case management (when finalising INA or initial risk assessment) can be helpful to ensure that the immediate priorities and ongoing care and training needs have been identified.

We offer support and guidance relating to various types of nursing interventions including administration of medicine, epilepsy awareness, PEG feeding, use of oxygen, tissue viability, catheter care, and invasive nursing procedures. We also offer support and guidance for clients with challenging behaviour.

We can provide:

- Nursing assessments.
- Recruitment and supervision of nursing teams.
- Clinical support, training and professional development for registered nurses for clients.
- Training for carers.
- Client-centred advice and guidance for nurses, care staff, families and case managers.
- Comprehensive nursing management/care plans for clients.
- Liaison with and maximising input from statutory services.
- A link between clients, families and carers to provide a cohesive working team.
- Informal advice and guidance on current nursing needs.

We're able to offer a bespoke service ranging from a small number of tasks to a highly complex care and nursing package.



If you wish to discuss your client's **nursing** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.



Moving and Handling

Our team of moving and handling professionals aim to find the most effective and practical solutions for our clients at home, at work, in school, on holiday, and for participating in all leisure activities.

ILS moving and handling advisors work to promote a holistic, dynamic, on-going risk assessment process. We encourage our clients to participate in their moving rehabilitation whilst ensuring that handling risks are managed with their support workers.

To achieve our client's goals we:

- Support children and adults who need assistance in maximising their care, leisure, or learning opportunities.
- Consider the need and benefits of tasks to our client's self-esteem, physical potential, and motivation.
- Consider the variation in support worker abilities, the frequency of task, duration of task, and the environment.
- Have expertise in working with clients who have complex needs.

The key to our success is listening to the wishes of our clients and working with them to achieve this within the health and safety framework.

We can offer:

- Assessment of current and long terms needs, particularly in the home environment.
- Risk assessments and bespoke training for support workers, parents and professionals.
- Practical advice and information on moving and handling equipment.
- Sling and hoist assessments.
- Advice during the planning of adaptations, on the layout of rooms and the positioning of equipment to maximise your client's potential.
- Advice on solutions for accessing leisure activities.

If you wish to discuss your client's **moving and handling** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.

Posture Management

Anyone who is unable to move independently is at risk of postural changes. This can impact on body structures, cause pain, and can effect flexibility and function. Posture management is a holistic approach to managing the physical health of someone who has a complex physical disability. When used as part of a programme which includes movement and positioning and specialist equipment, posture management can maximise a person's functional ability and enhance comfort and quality of life.

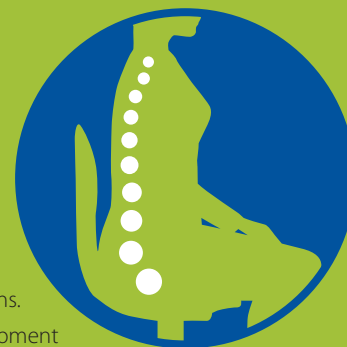
Our team of physiotherapists and occupational therapists are specialists in assessment and provision of bespoke equipment for people of all ages who have complex physical needs. Our clients include children and adults who have acquired brain injury, spinal cord injury, cerebral palsy, multiple orthopaedic injuries, and complex disabilities.

We assess for specialist positioning equipment including wheelchairs and customised seating, support for lying, and standing by undertaking a comprehensive assessment of our clients' personal and physical needs; this includes a thorough biomechanical assessment.

We work collaboratively with clients, families, care teams, and home and community therapists to ensure a coordinated approach to providing 24-hour posture management.

Our services:

- A team of highly qualified therapists, with specialist skills, to provide bespoke posture management solutions.
- Provision of in-depth assessment and detailed reports with recommendations and action plans.
- Joint working with specialist equipment providers and client's therapists.
- Support in acquiring appropriate wheelchair seating and posture management equipment.
- Coordination of reviews to ensure ongoing comfort and suitability of equipment.
- 24-hour posture management advice, inclusive of our client's lifestyle choices and postural needs.
- Exploring practical solutions for our client, their families, and care teams.
- Training for clients, family, care teams, and school teams to provide 24-hour postural management programmes, including use of equipment, in collaboration with client's therapists.



If you wish to discuss your client's **posture management** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.



Neurological Occupational Therapy

Our specialist neurological occupational therapists have extensive experience working with clients who have sustained a brain injury or other neurological diagnosis, as well as those who have physical, mental health or social difficulties. We deliver a friendly, personalised, and professional service which includes individualised assessments and rehabilitation packages for adults, aiming to optimise a client's independence and level of function.

To achieve our client's goals we will:

- Complete a thorough personalised assessment and agree client-focused goals.
- Implement a therapy programme to maximise our client's abilities; this may include expanding activity opportunities and focus on specific neurological techniques to address difficulties with cognitive, sensory, and motor skills.

- Teach support workers and family to implement the therapy programme effectively.
- Work with clients to develop compensatory strategies for organisational and planning problems.
- Teach independent living skills including personal care, domestic, and financial management
- Enable a client to identify and carry out fulfilling leisure activities.
- Assess for and identify specialist equipment including mobility aids, vehicles, wheelchairs and artificial limbs and adaptive aids for the home environment.
- Assess for and recommend assistive technologies including environmental aids to promote independence.

If you are looking for occupational therapy for children, please turn to page 25

If you wish to discuss your client's **neuro OT** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.

Vocational Rehabilitation

Our specialist team of occupational therapists work with clients to enable them to access, maintain, or return to either employment, or other useful occupations. We assess the vocational needs and potential of clients with brain injury and catastrophic injury.

We can offer:

- In depth assessment, a detailed report, and recommendations for treatment.
 - A goal-focused and integrated treatment plan based on the individual's unique lifestyle, environment, and preferences.
 - A graded programme of treatment to enable the client to explore his or her potential for returning to work; whether that be paid employment or voluntary work.
- Brain injury education addressing daily living and pre-work skills.
 - Setting-up and evaluating voluntary work trials.
 - Strategies to manage cognitive and behavioural problems.
 - Training of support workers and family members.
 - Sourcing, set-up, and support of suitable, long-term work placements.



If you wish to discuss your client's **vocational rehabilitation** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.



Physiotherapy

The ILS rehabilitation solutions physiotherapy team consists of experienced, enthusiastic physiotherapists who are focused on problem solving. All of our team members work collaboratively with their clients and multidisciplinary teams in order to set goals with carefully measured outcomes.

Our physiotherapists have specialist skills in assessing and treating clients with acquired brain injury, cerebral palsy, spinal cord injury, and other neurological conditions. Many have postgraduate training in bobath therapy, conductive education, hydrotherapy, kinesiotaping, and sensory integration.

Previous successful interventions:

- An adult client had given-up accessing physiotherapy due to previous negative experiences, but following an ILS rehabilitation solutions assessment she regained her confidence in the profession whilst receiving pain-relieving physiotherapy and hydrotherapy programmes.
- A client had complex seating, postural control, and comfort needs; the ILS physiotherapist assessed the client alongside the ILS posture management therapist and the client was successfully repositioned. A new physiotherapy programme was established and new equipment was sourced for improved comfort.
- A paediatric client was taught physiotherapy exercises to be integrated into her daily routine. The physiotherapist was able to reduce weekly visits to termly reviews once the daily programme and been learned and established so the client could work towards self-focused independent living, without relying on therapy intervention.

If you wish to discuss your client's **physiotherapy** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.

Occupational Therapy for Children

Paediatric occupational therapists can provide a full range of treatment and services for children and young people with neurological disabilities. We are skilled in working in liaison with parents, carers, school, colleges and other therapists.

OT treatment programmes

Following an in-depth assessment, detailed report, and recommendations for treatment, we can offer therapy programmes for children who experience difficulty with:

- Movement control and/or coordination.
- Sensory processing for self-regulation and behaviour.
- Activities of daily living e.g. feeding, toileting, and dressing.
- Fine motor and hand skills.
- Accessing learning tasks at school and home.
- Developing leisure pursuits, play skills, and participating in family activities.
- Developing confidence with community skills.
- Concentration and attention.
- User-friendly equipment requirements for improved support and function.

If you wish to discuss your client's **occupational therapy** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.

We use a range of standardised assessments and offer treatment approaches including neurodevelopmental approach and sensory Integration.

We understand the importance of setting goals that are meaningful for our young clients and families. Therapy programmes will be focused on activities that the child and family enjoy.

We use an innovative approach to monitoring programmes and outcomes to encourage, motivate and build on each successful step in the process.

OT services

Our therapists are highly skilled in:

- Assessing requirements for equipment to maximise independence, leisure, and learning opportunities.
- Contributing to education, health and care plans, and transition planning.
- Facilitating clients to access and participate in a wide range of leisure activities.
- Ensuring that therapy is fun and motivating.





Speech and Language Therapy

Working with both adults and children our team of speech and language therapists treat speech, language, and communication problems in order to enable clients to communicate to the best of their ability. We also work with people who have swallowing and eating problems.

Our speech and language therapists specialise in working with clients who are experiencing difficulties with the following conditions:

- Speech difficulties.
- Language impairment.
- Social communication difficulties.
- Dysphagia (eating and drinking difficulties).
- Voice disorders.

Initial assessment may include standardised tools or a less formal approach as appropriate. We will also take into account any emotional or environmental factors which may impact on a person's ability to communicate.

We will work with the client and their team to ensure that the most effective method of communication is identified. This may include: speech, signing, communication boards, non-verbal skills, augmentative and alternative communication (AAC), high tech communication devices, or communication switches.

We can offer:

- An individual therapeutic programme.
- Close working with the client and family, carers and other members of the interdisciplinary team to set collaborative and realistic goals.
- Direct input in the client's environment, for example, school, college, day centres, work placements.
- Bespoke resources and aids to support a total communication approach.
- Timely and appropriate liaison with the other members of the interdisciplinary team.
- Advice and training for families and other professionals.
- The monitoring and evaluation of goals using appropriate outcome measures.

If you wish to discuss your client's **speech and language therapy** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.

Vision Impairment

Our visual impairment consultant can work together with adults or children to optimise any residual vision and enable them to achieve their goals.

She can offer:

- Assessment and treatment of visual impairment.
- Experience in working with people with profound and complex disabilities including physical, sensory, and cognitive impairment; including acquired brain injury (ABI).
- Low vision services for adults and children including assessment of vision for augmentative and alternative communication (AAC), computer, and educational access.
- Experience in working within schools, colleges, employment services, hospitals, and community settings.
- Experience in working as a member of the interdisciplinary team.
- Experience in training so that parents, carers, and support workers can provide essential support.



If you wish to discuss your client's **visual impairment** requirements please call the team coordinator on **01722 742442** who will be happy to assist and provide a quote.



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