BIRT Brain Injury Rehabilitation Trust

The Disabilities Trust

**Rehabilitation** the right direction for change

# **BIRT Outcome** & Impact Report 2014

BIRT - the charity leading brain injury rehabilitation across the UK Registered Charity Nos. 800797-1, SC013579 www.birt.co.uk



The Brain Injury Rehabilitation Trust (BIRT) has been publishing its outcome data for six years to help stakeholders such as service users, their families and professionals working with them understand the changes they may expect to see in service users during and following rehabilitation in our services. We collect information on admission and at discharge about service users' care and supervision needs, mood, behaviour and participation in society. The measures we choose are widely used, standardised instruments with good psychometric properties.

This year, as well as providing hard data, we aim to highlight the human impact on the service users and how brain injury and rehabilitation have changed their lives.

# "I like it here, it's better than places I've been to."

Service user, Chalkdown House

"The staff are much appreciated and many are firm 'friends' of the service user. I particularly liked the fact that there is a wide range of external and internal activities."

Family member, Redford Court

# Top five facts



### BIRT outcome report 2014

Jane was referred to BIRT because she needed part-time supervision, measured with the Supervision Rating Scale. She also needed frequent prompting to complete self-care activities such as bathing, dressing and eating; this is measured with the Mayo-Portland Adaptability Inventory (MPAI). Results on the Occupation part of the BIRT Independent Living Scales (BILS-O) showed that Jane had no productive activity on admission.

She stayed with BIRT for 29 weeks, the average length of stay for our service users. She was then discharged home with no support, as she was able to manage independently. 66% of our service users were discharged to live independently or to supported homes living with other people with brain injury, or friends/family. Jane was one of the 10% of service users that engaged in sheltered employment after discharge.

\* Jane is not a real person but an illustrative case based on the profile of our average service users.

<sup>1</sup>Greenwald, B. D., Burnett, D. M., & Miller, M. A. (2003). Congenital and acquired brain injury. Brain injury: epidemiology and pathophysiology. Archives of Physical Medicine and Rehabilitation, 84, S3-S7.

The graphs on these pages reflect BIRT's service users in 2014.

The pages inside illustrate the route and outcomes that our service users have achieved between admission to and discharge from our services.

# Stakeholder satisfaction ratings

We ask stakeholders from all our services to rate how satisfied they are with various aspects of our provisions. The information below and to the right represents a snapshot of the feedback we have received from those who responded in 2014.

## Family members

**99**<sup>%</sup>

#### **Safety** felt that their relative was kept safe and secure and that staff responded quickly and appropriately if there were concerns about safety



**99**<sup>%</sup>

### Management/leadership said they were able to speak to a manager when

said they were able to speak to a manager when they needed to, and managers responded in a timely manner



said that they would recommend our service to friends and family if they needed similar care or treatment



## Dignity and respect \_

said staff were friendly and helpful, and were made to feel welcome when they entered the building



## "All the care is fantastic and their patience and respect is wonderful."

Family member, Kerwin Court

**99**<sup>%</sup>

#### Achieving goals and rehabilitation felt that they and their relative had enough involvement in their relative's rehabilitation and setting goals



**Food** were satisfied with the quality and variety of food that their relative was offered



#### Activities -

were satisfied with the activities their relative was offered and that these were sufficiently varied

## Service users

%

%

said that staff communicate with them in a way they understand

said that staff treated \_ them with **dignity and respect** 

said that staff were friendly and helpful

said that they **enjoyed the variety of food offered** 

said they were involved in setting their goals and choosing activities

## Commissioners/referrers

# Overall satisfaction and re-commissioning

said they were pleased with the overall service that BIRT provides

## said they would commission from or refer to BIRT again

# Effective care for complex needs

rated BIRT's overall effectiveness in caring for complex needs and co-morbidities as good or very good

#### **Customer service**

said staff and management are friendly and courteous, and helpful on the phone

STATISTICS -

"I am treated as an individual, not a number." Service user, Bristol Road

"The skills of the neuropsychologist and staff team have enabled my client to achieve a quality of life that would otherwise have been denied him."

Commissioner, West Heath House

%

%

# This is Jane...\*

In August 2013 she fell from her horse, hitting her head and acquiring a traumatic brain injury (TBI). 25% of people admitted to BIRT's services in 2014 were women. This figure reflects the prevalence of certain types of acquired brain injury (ABI), which are more common in men.<sup>1</sup>





# **Rehabilitation** The right direction for change

The facts and figures on these pages reflect how our service users have changed during rehabilitation at our specialist neurobehavioural centres and independent hospitals across the UK.

Most individuals are admitted with highly complex and challenging needs; their brain injury can affect their cognitive, physical and emotional functioning as well as behaviour. At admission, many experience difficulties with impaired social functioning, disinhibited behaviour, high risk profile and neuropsychiatric symptoms; physical and verbal aggression towards themselves or others is not uncommon.

You will see that, for many service users, the impact of rehabilitation has resulted in them becoming more independent, needing less supervision and care, and being able to live independently or in supported living.







## ON DISCHARGE

Service users discharged to independent or supported living

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On disch.

88%

Service users who were engaged in paid or voluntary employment, education, training or recreational activites



Service users who were independent or needed only overnight supervision

42% service users with mild or no problems with self awareness

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Service users with only mild or no problems with getting started on activities without prompting



Service users with only mild or no problems with self-care

TELEPHON

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Service users with mild or no problems with mobility

On disca

43%

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• Acute assessment and rehabilitation centres

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- Independent hospitals
- Neurorehabilitation centres
- Transitional living options
- Continuing rehabilitation centres
- Near reach/community houses

www.birt.co.uk/whereweare



# Appendix

The graphs below display the clinical data that were used throughout the document to inform the outcome statistics reported. If you would like to find out more about the results for the full set of measures of outcome data we collect, please visit our website: **www.birt.co.uk/outcomes** 



## BIRT Independent Living Scales (BILS) - Occupation



BIRT Independent Living Scales (BILS) - Accommodation



#### Mayo-Portland Adaptability Inventory (MPAI)



The Brain Injury Rehabilitation Trust provides a continuum of care for people with acquired brain injury, from post-acute hospital based rehabilitation, assessment and rehabilitation, through continuing rehabilitation and supported housing and home support. Through our range of specialist services, we aim to enable people to function more independently in the wider community and develop their lives in ways they choose. For more information about our work please contact:

The Brain Injury Rehabilitation Trust, 3 Westgate Court, Silkwood Park, Wakefield, WF5 9TJ.

Tel: 01924 266344 Email: director@birt.co.uk



# "All the care is fantastic and their patience and respect is wonderful."

Family member, Kerwin Court

The Brain Injury Rehabilitation Trust is a division of The Disabilities Trust and the means by which it provides its brain injury services.

The Disabilities Trust

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The Disabilities Trust is a company limited by guarantee incorporated in England and Wales under 2334589 and registered as a charity in England and Wales under 800797 (BIRT:800797-1) and in Scotland under SC038972 (BIRT:SC043579). Registered office as shown.



