

Participants N=64

Age= 21 - 70 yrs (M=46; SD=10.3)

Time since injury = 1 - 48 yrs (M= 11 years, SD=8.9)

68% TBI, 18% CVA



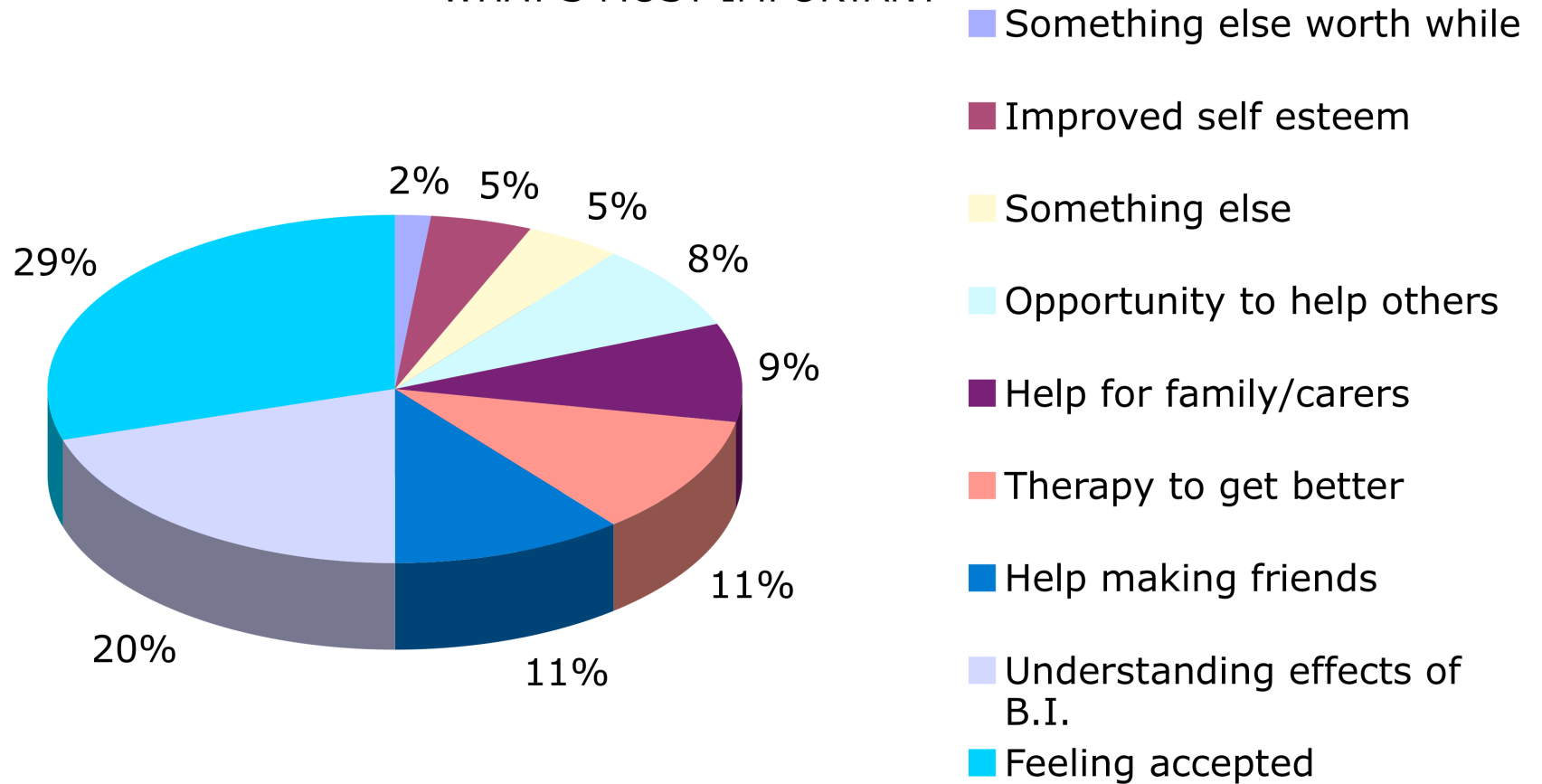
GCS = 3 - 15 (M=7.8; SD=3.8)

The most important thing I get from coming to HEL is:

(Tick ONE)

1. The feeling of **being accepted** as I am
2. Improved self **esteem/confidence**
3. **Therapy** to help me get better
4. Help with **making friends**
5. The chance to **offer my help** to others who need it
6. The chance to do **something else** worthwhile.....
7. **Understanding of the effects** of brain injury on my self and others
8. **Help for my family or carer(s)**
9. **Something else**.....

WHAT'S MOST IMPORTANT



29% - feeling accepted as I am. 20% - understanding effects of A.B.I.

9. Something else:

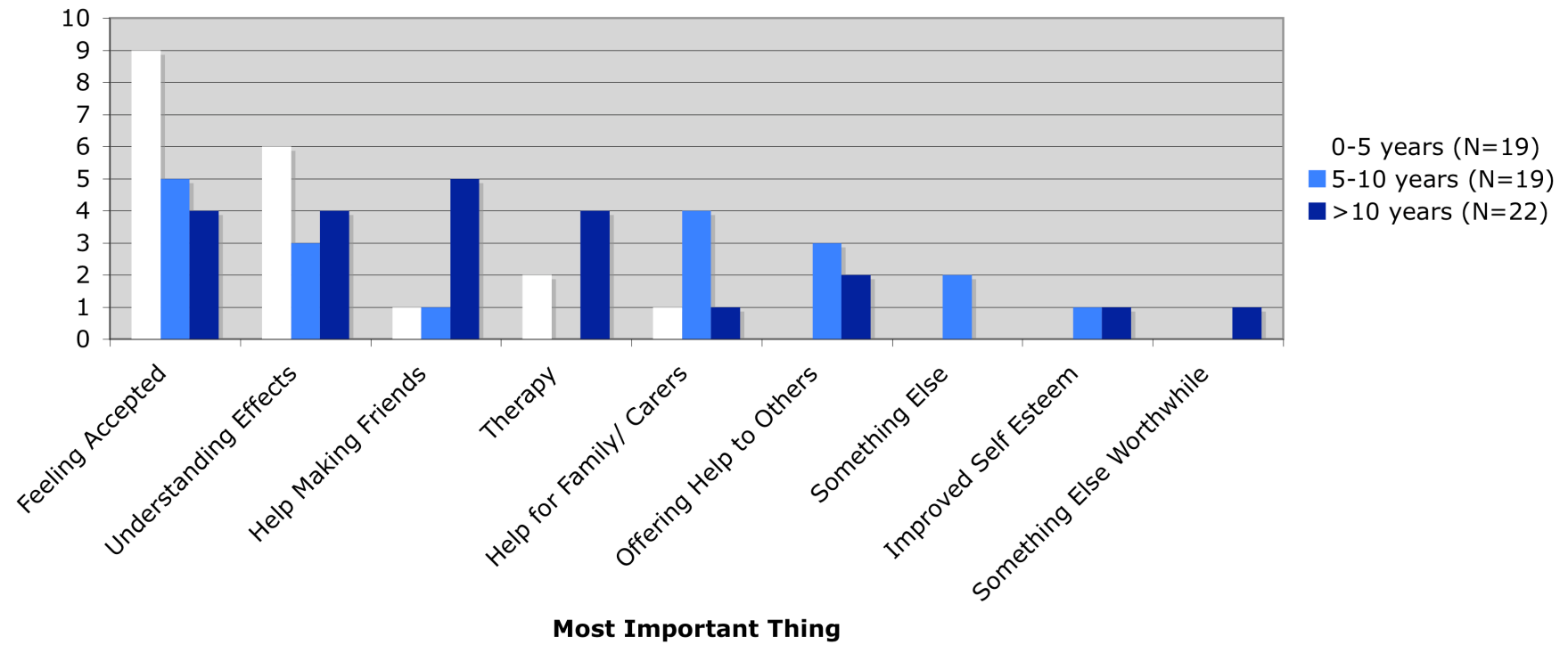
“It makes me value that everyone is different as individuals and that you are valued individually.”

“Help keep the kitchen clean and tidy and help with the recycling.”

“I love a chat. Pleasant way of spending half a day.”

“Help others who have the injury and do not understand their changes in life because of the injury.”

Effect of Time Since Injury on Most Important Thing



Co-production at HEL

Specialist peer support

Member forum

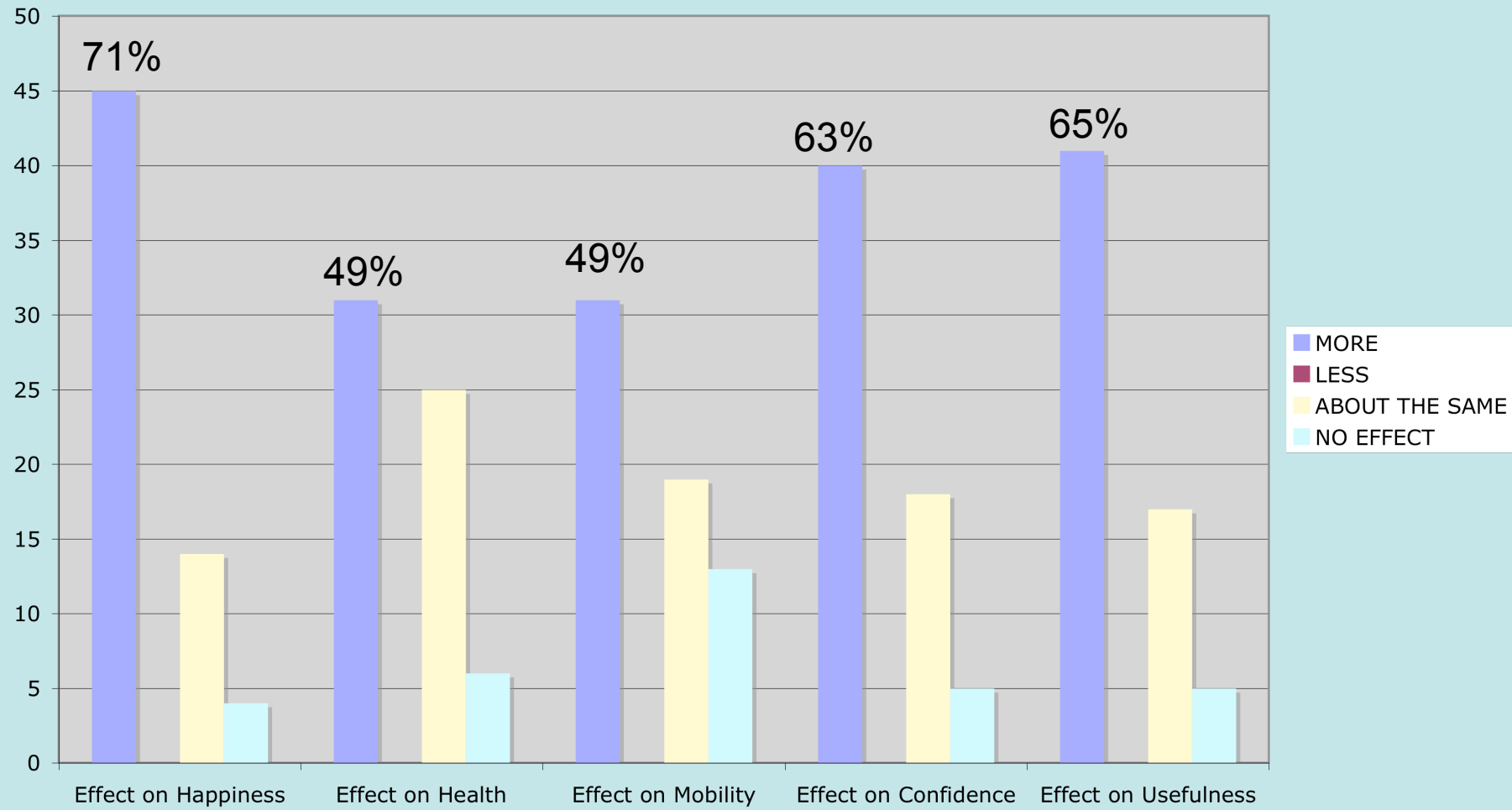
Mentoring

Assessment work

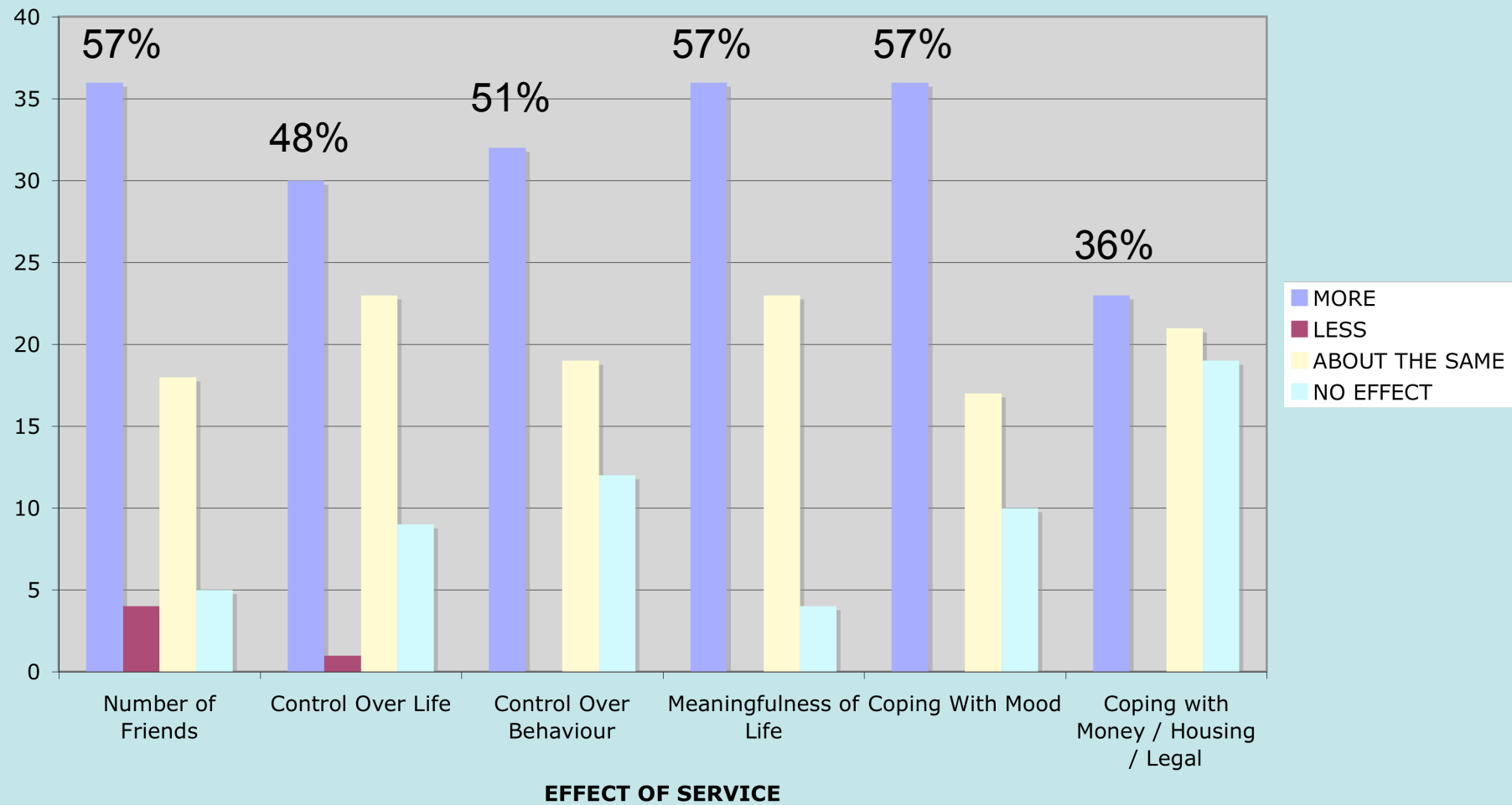
Training to run groups,
counselling, therapies



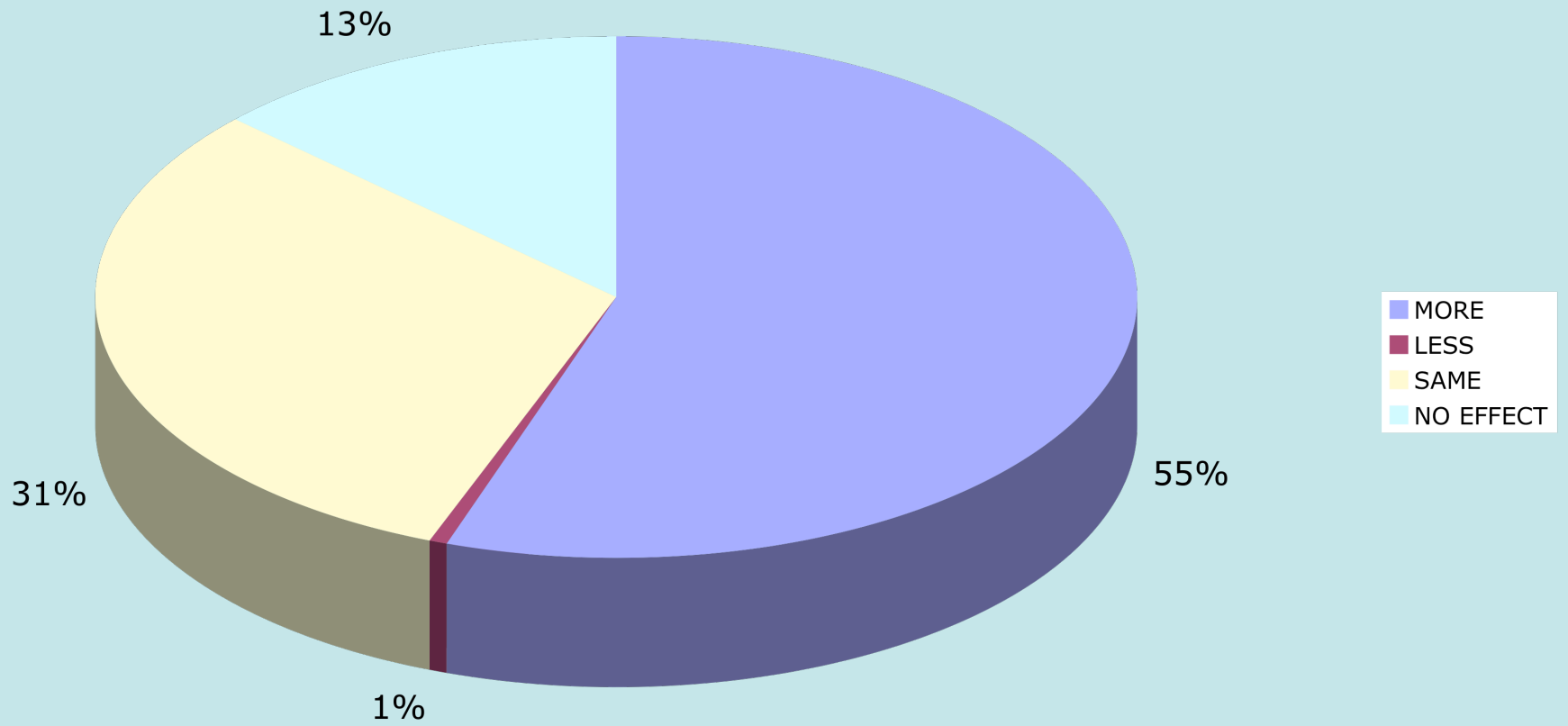
HEADWAY MEMBER FEEDBACK 2



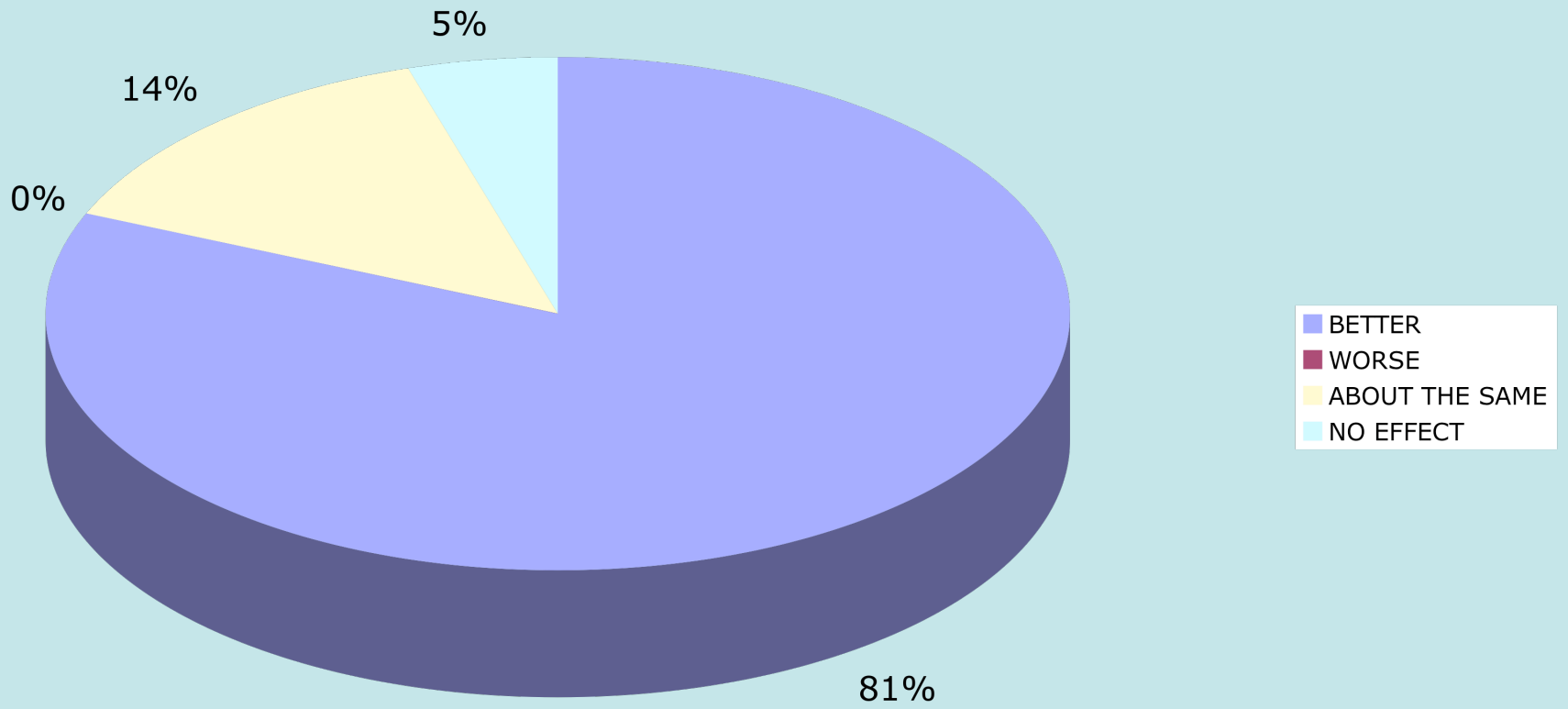
HEADWAY MEMBER FEEDBACK 3



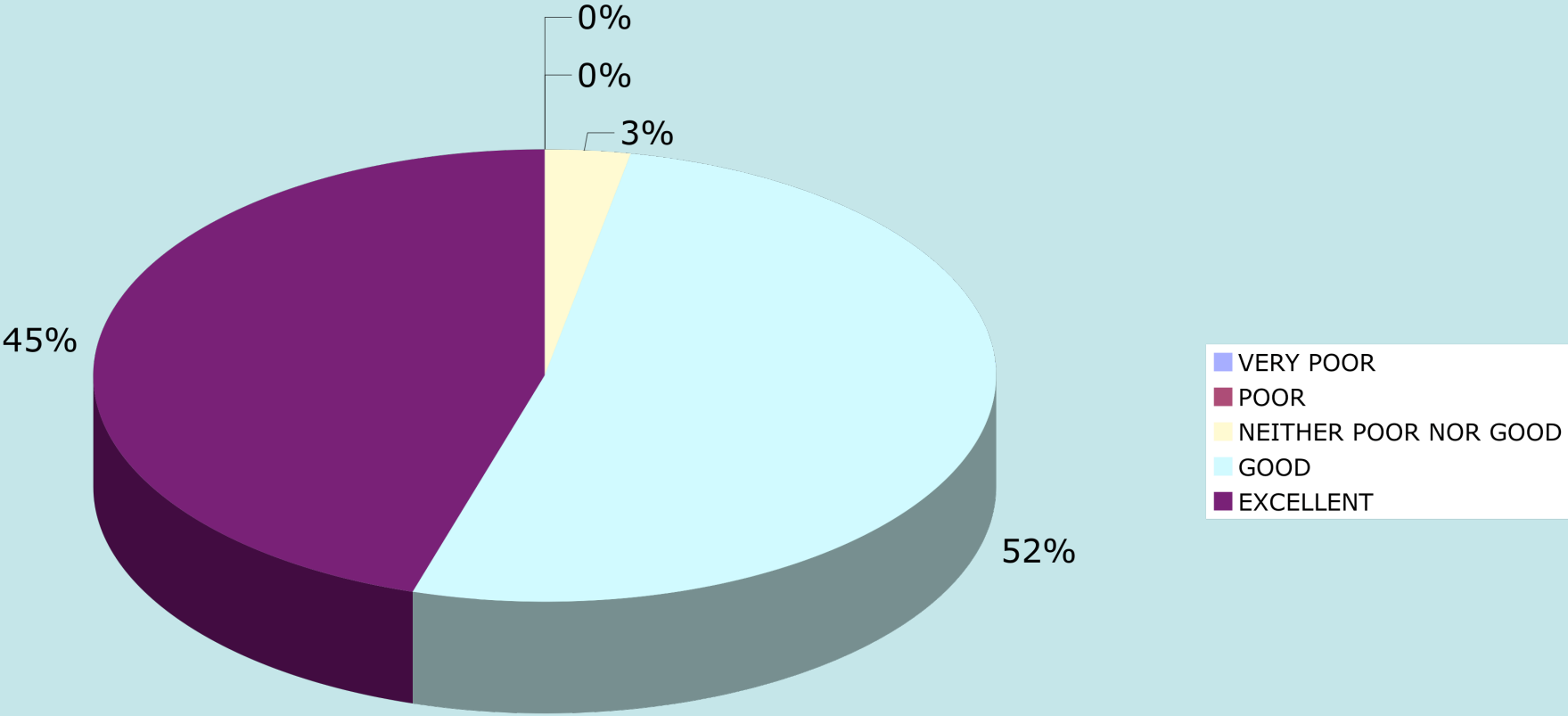
MEMBER FEEDBACK - SUM OF SCORES



MEMBER FEEDBACK - OVERALL



Quality of Service Overall



'Extend the benefits already on offer. More field trips. 1: Museums. 2: Historical ships. 3: Public places, i.e. Tower of London, Great Railway Museum.'	'HEL is great, everybody enjoys the day and the staff are excellent.'
'I think it's allright the way it is.'	'It was a good thing doing the questionnaire.'
'More entertainment.'	'Interesting.'
'I come to Headway for better lifestyle. Good memory, good life. And better relationship with friends, family and people.'	
'To really help, the IT room should have an enclosed area/room. The noise from the other people and activities make concentration a problem. The noise prevents concentration. Can the IT. Room be more enclosed.'	'Will things change? "DIRECT PAYMENTS." Fund my headway attendance. Without it, I couldn't come. The centre needs more toilets? There is just one. And often there are no "loo rolls" Headway should be open earlier and later. Can we have a weekend service? the volunteers are beautiful! I love coming here. [drawing of a heart with an arrow through it.]'
	'Looking forward to using the gym at the new place to build up fitness level and stamina. Considering talking to a counsellor to see if positive feelings regarding the injury are the best way of dealing with the problem. Also feels that she acts as though she doesnt have an injury (speech impairment reminds her) particularly 4-5 syllable words - "tongue not as flexible". Trips - commonwealth institute, science museum, Anne Frank museum)(Holocaust Memorial in East London). A book club in a quiet reading room, tailored to everyone's interests and abilities (e.g. large print books).'
'Would like to have yoga again.'	
'Speech therapy on Fridays. More trips.'	
	'Well organised centre. Helps disabled people like me. Some London boroughs don't help at all. I'm really helped by HEL the organisaiton. If I were more able bodied I'd come here to work.'
'I can not think of improve at the moment.'	
'Getting help with my reading.'	
	'Day by day, week by week, it helps me to cope.'
'Gardening - loos forward to this at the new centre.'	

	'Gives you a good choice.'
	'I love coming to Headway because it makes me feel as if I have no injury.'
	'Headway should be NHS provision not a charity! This questionnaire shows how responsive and caring Headway would like to be. My opinions are merely personal and not critical.'
'A more planned rehabilitative process/service is required.'	
'They should have more music. We should all read the paper together.'	'I wish smoking was indoors.'
'I think Headway should have an exercise room because I would like to come and get some exercise.'	'I think is good they asking questions to find out what we would like to do.'
'I'd like to give art lessons - calligraphy lessons to other attenders.'	'I love HEL - it makes me feel more useful for life - I have friends here.'
'Discussion group. Not Q's +A's but "what are we doing as individuals or friends, groups! + listen to each other! [in pencil, written by someone else]: I.e. finds it useful/beneficial to listen to the problems that others are experiencing and the solutions they have found.'	'Trips in London - Sience/History etc. [again in pencil]: (Really enjoys)
	'Music therapy is very good.'
	'I liked the questions as it let me understand myself and Headway as a team. Bless.'
'It's my second home in my weekly life.'	
'I wish the group went on till about 4ish as I think it finish's to early.'	
'Would like to come for more days. - Swimming. - Speech therapy/talking.'	
'Nothing. The people at Headway do a very good job.'	
'Excellent service.'	'Excellent service.'
	'I think the staff are lovely. Michelle is a bit strong for me (i.e. she tries to encourage me to do things I don't want to do) but she's a nice lady and she is only doing her job. Don't like new travel arrangements - transit van is uncomfortable.'
'Would like to learn how to play the guitar.'	
	'Headway is very good, useful and helpful place and the staff are very professional and calm. I really like it!'
'Exercise bike - would like to use regularly. Hoopla game - to improve coordination/balance (used in hospital). Shouting/raised voices cause distress - can cause seizures later (goes outside to avoid this sometimes). Sometimes like to be left alone (doesnt like to continually be asked to join in activities) "feels like school sometimes"	
	'Very grateful for the chance to get better. Thankyou. R Leonard M.C.'
'-Have SLT on Thursdays. - Would like support to use PC - surf the net, touch type.'	'Impact on the questions [?]. Pp 9-10 were hard to answer, I got confused, had problems

'-Have SLT on Thursdays. - Would like support to use PC - surf the net, touch type.'	'Impact on the questions [?]. Pp 9-10 were hard to answer, I got confused, had problems remembering what questions meant and the options for answering.'
'SLT group - would prefer more women in SP - very male dominated. Mixed group could discuss things together. Would like to go out on more outings - cinema etc.'	'Questionnaire v. hard - especially choosing between "kept same" and "had no effect".'
'The questionnaire does not give the opportunity to explain how and why attendees began attending Headway. Whether it was a voluntary decision or one forced upon them. In my case I didn't fancy attending "cripples club". I resisted for a while but when Dr Greenwood said he would no longer see me unless I changed my mind, I thought I'd better take a look. I was the first Wednesday attendee (my claim to fame). That was seven years ago and as they say "I haven't looked back since". Apart from keeping me out of the bookies, as I have said earlier on this questionnaire I enjoy the morning discussion group, I love a chat. Also Miriam has agreed to use some of my brilliant ideas in a fundraising capacity.'	
'Teaching people who need help in educating, I.T. and maths also English grammar social skills.'	'Headway are helpful but need more teachers here?'
'Would be good to have more physiotherapy'	
'To employ a social service person who can help people find out about employment, benefits, education, OT etc - to ensure everyone has same info regardless of borough. I.T. classes for those who wish to learn - all forms of communication. A room which would be a one-to-one room where people can talk freely. A room where people stay (with a chair) if they have been bad.'	'Headway Houses in all of these areas [drawing of a compass]. So all of Londoners with TBI can have a place to visit.'
'I think it's good as it is.'	'Nice place nice people.'
'I have noticed a greater participation in Headway since the target of fundraising of £250,000. The Direction of improvement should continue in this way, and one-to-one therapy.'	
'Would like opportunity to do more cooking esp. at lunch times. Getting take-aways is too repetitive. Could grow veg. at new premises.'	
'Headway East London - service is excellent - no comment.'	'No comment. Excellent service.'
'I could not say anything for your improvement because you have already improved.'	'God bless you all!'
'Transport could be improved. More outings.'	
'Help me find work, but I understand that is difficult.'	
'Swimming'	'This place has been excellent. It's helped me improve so much I don't know what I'd have done without it.'
	'People are interested in what you have to say even if it's

'Helps me to be a better man.'		'People are interested in what you have to say even if it's rubbish.'
	'It's down to me how I do things, what I do.'	'Enjoyed doing art when Claudia was here - gave a lot of encouragement and pushed me.'