



2025 | Service Guide

HEADWAY NORFOLK & WAVENEY

Improving lives impacted by Brain Injury

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When we say 'acquired brain injury,' it might sound like an unfamiliar term—something distant that may not affect you or those around you. But if I say 'stroke' or 'concussion,' these words likely resonate more. The reality is that acquired brain injuries come in many forms and can result from a wide range of causes, including road traffic accidents, falls, surgery, brain tumours, and infections. Shockingly, in the UK, someone is admitted to hospital with a brain injury **every 90 seconds**.

A brain injury can happen to **anyone**, of **any age**, at **any time**. It often strikes without warning, leaving lasting effects—not only for the individual affected but also for their family, friends, and wider support network.

At Headway Norfolk and Waveney, we do more than provide support; we work to enhance the daily lives of those impacted by brain injury. Our focus is on rebuilding confidence, fostering independence, and empowering individuals to engage with their communities.

At Headway Norfolk and Waveney, we believe that life after brain injury should be about more than just survival—**it should be about living**.



“This was a **lifeline** for me. Hearing other people talk about their experiences and knowing, I was **not alone.**”

Operating across three key areas—Great Yarmouth and Waveney, West Norfolk and Breckland, and Norwich, North and South Norfolk—we recognise that brain injury knows no boundaries. It can happen to anyone, anywhere, at any time. That's why we are dedicated to reaching as many people as possible across Norfolk and Waveney, ensuring that individuals and their families have access to the support they need, when they need it.

Providing Local Support Where It Matters Most

At Headway Norfolk and Waveney, we understand that recovery from a brain injury is a deeply personal journey, and no two individuals have the same needs. To ensure tailored support, we operate day centres at convenient locations across the region. These centres provide a safe, welcoming space where individuals can access a variety of services, activities, and social opportunities designed to help rebuild confidence, restore independence, and enhance overall well-being.

Our support goes beyond just physical recovery—we focus on emotional and psychological well-being, offering services that help individuals **regain their sense of identity, purpose, and connection to their communities**. By working closely with families and caregivers, we ensure that loved ones are also supported, informed, and empowered to help navigate the challenges that can come with a brain injury.

Expanding Our Reach Beyond Norfolk and Waveney

Beyond our local services, we are dedicated to making a wider impact. Through training opportunities, outreach programs, and awareness campaigns, we work across the country to educate communities, professionals, and businesses about brain injury and its effects. By increasing understanding and promoting inclusion, we strive to create a more supportive society where those affected by brain injury can thrive.

Whether through one-to-one support, group activities, or community engagement, our mission remains the same—to empower individuals, raise awareness, and **ensure that no one faces brain injury alone.**

Our Day Service: Empowering Recovery and Independence

Our Day Service provides individuals with the opportunity to rediscover skills, connect with others, and embark on a new journey following a brain injury. We offer a variety of structured sessions designed to support recovery, promote independence, and enhance overall well-being.

Our programs include sessions on brain injury education sessions to help individuals better understand their condition. Additionally, we provide creative arts, physical activity, and life skills courses, all aimed at helping individuals thrive and reach their full potential.

With centres located across the region, we are committed to making our services accessible to as many people as possible. We offer flexible support tailored to individual needs, whether for short-term goal achievement, specific time periods, or longer-term respite. Our dedicated team of Key Support Workers conducts regular assessments to ensure we deliver the best possible outcomes for our clients.





At Headway Norfolk and Waveney, we are dedicated to providing the highest standard of support, helping individuals rebuild their confidence and independence after brain injury. We work closely with leading professionals in the field and have strong partnerships with organisations such as Norfolk and Waveney Acquired Brain Injury Network (NWABIN). These connections ensure we stay up to date with the latest research and best practices, allowing us to offer effective, evidence-based, and person-centred support. Our board includes medical professionals, specialists, and individuals with lived experience of brain injury, ensuring a well-rounded, expert-informed approach that puts our clients' well-being first.

Our Key Support Workers and Area Managers bring over 25 years of experience working with brain injury, equipping them with invaluable knowledge and insight into the challenges individuals face. They have undergone thorough training from specialist occupational therapists, ensuring that they can provide informed, compassionate, and effective support. Their expertise, combined with our strong professional partnerships, ensures that our programs remain person-centred, tailored, and continually evolving to meet the unique needs of each individual.

Clients have the flexibility to choose either half-day or full-day sessions at our centres, with a wide range of engaging and therapeutic activities, including:

- Social Communication
- Information Technology
- Physical Games
- Cooking and Food Theory
- Mood Management
- Cognitive Skills Group
- Arts and Crafts
- Book Club
- History Sessions
- Memory Sessions
- Current Affairs
- Armchair Travel

Peer & Family and Friends Support Groups: Finding **Strength** Through Shared Experience

Living with the aftermath of a brain injury can feel like navigating uncharted territory, filled with challenges and uncertainties. At Headway Norfolk and Waveney, we understand the unique struggles faced by individuals in our community and the profound impact of finding support among others with shared experiences.

That's why we've established our Peer and Family and Friend's Support Groups. These groups provide a welcoming environment where individuals can connect, share their journeys, and find reassurance in knowing they are **not alone**.

Facilitated by our compassionate and experienced team, these support groups offer a **safe, non-judgmental space** for members to share their stories, offer mutual encouragement, and explore practical strategies for coping and thriving after brain injury.

Through genuine connections and shared experiences, we aim to create a sense of belonging and empowerment, helping individuals rebuild their lives and move forward with confidence and resilience.





One-to-one Outreach: Personalised Support to Rebuild **Independence**

Our tailored service empowers individuals with brain injuries to achieve **meaningful outcomes** in the comfort of their homes and local communities. By focusing on overcoming barriers to independence, community participation, employment, education, and symptom management, we provide personalised support designed to meet each individual's unique needs and goals.

How It Works

We begin with an assessment of your needs, followed by the creation of a person-centred support plan, outlining key goals for our Key Support Workers to assist you with, including:

- **Home-Based Support:** Re-learning daily living activities, developing strategies for organisation and time management, budgeting, handling paperwork, making appointments, and using IT for work or social needs.
- **Community-Based Support:** Building confidence in using public transport, engaging in exercise, accessing local activities, and creating social connections to reduce isolation.
- **Employment, Volunteering, or Education:** Assistance with CV writing, job searching, understanding workplace adjustments, and developing techniques to manage fatigue, emotions, and mood in a professional or academic setting.

What We Do Not Provide in Outreach Sessions

Our outreach service does not include personal care, administering medications, or domestic/home care.

Projects, Campaigns and Resources

Throughout the year, we run a variety of special projects, campaigns, and resources to raise awareness and support those affected by brain injury. From our Headpods Series to our Concussion Awareness Campaign, we are dedicated to educating, informing, and making a difference. Explore all our initiatives on our website: www.headway-nw.org.uk.



Headpods Podcast Series

Headpods is an inspiring interview series featuring diverse individuals sharing their stories of resilience. The series is hosted by Emma Martins, who herself overcame significant adversity after acquiring a brain injury.



Concussion Awareness Campaign

Our rolling Concussion Awareness Campaign, is a much needed project, which aims to raise awareness of concussion and minor head injuries. Through the Concussion Awareness Campaign, we hope to mitigate the deficit of information provided to those suffering from concussions in the region.



Brain Injury Champion

Our Brain Injury Champion programme aims to bridge the knowledge gap surrounding brain injuries, which too often remain misunderstood and underestimated within both the health and social care sector and broader society. This programme is delivered on an ad-hoc basis.



Living with Brain Injury Programme

We offer Living with Brain Injury Courses on an ad-hoc basis to support individuals and families impacted by brain injury. These comprehensive programs provide practical assistance and guidance, empowering participants to navigate their journey with greater understanding and resilience.

Could I get funded?

As a charity, Headway Norfolk & Waveney is dedicated to supporting individuals affected by acquired brain injury. Like many charities, some of our services are free to access, while others carry a cost. However, you may be eligible for financial support through your local council or NHS funding options, such as social care funding or Continuing Healthcare Funding. Our pricing is consistent for all clients, ensuring fair and equal access to our services, whether you are self-funding or receiving external support.

Social Care Act Funding in England

Eligibility

The Care Act in England aims to provide support and care for adults aged 18 and over who need help with daily living due to disability, illness, or frailty. To be eligible for funding under the Act, you must:

- **Have needs that meet the eligibility criteria set by your local authority. These criteria typically assess the severity and impact of your needs on your well-being and ability to live independently.**
- **Have financial limitations that prevent you from fully funding your own care.**



Funding Allocation

If you meet the eligibility criteria, your local authority will conduct a financial assessment to determine how much you can contribute towards your care costs. The remaining amount will be covered by the local authority, up to a certain threshold.



Variations across Regions

While the Care Act sets the national framework, local authorities have some discretion in how they implement it. This means that eligibility criteria, funding levels, and specific support services may vary slightly between regions like Norfolk and Suffolk.



Specifics for Norfolk

Eligibility	Visit the Norfolk County Council website for detailed information on their eligibility criteria.	
Funding	The council uses a financial assessment tool to determine your contribution.	

Specifics for Suffolk

Eligibility	The Suffolk County Council website outlines their eligibility criteria.	
Funding	The council uses a financial assessment tool to determine your contribution, similar to Norfolk County Council.	

Specifics for Carers

Eligibility	Carers may be eligible for financial support under various schemes, depending on their specific circumstances and the local authority's provisions.	
Norfolk	Carers in Norfolk can find information and support on the council's website.	
Suffolk	Carers in Suffolk can find information and support on the council's website.	

Remember, this is a general overview, and it's always best to contact your local authority's social care department for specific details and personalised advice regarding your situation.



Understanding Continuing Healthcare Funding in England

Continuing Healthcare (CHC) funding is a package of care arranged and funded entirely by the NHS for adults aged 18 and over in England. It covers ongoing care needs outside of a hospital setting, specifically for those with a primary health need. **This means their main care requirement stems from a health condition rather than social care needs.**

Who is eligible?

Eligibility for CHC is determined through an assessment by a multidisciplinary team (MDT) of healthcare professionals. They consider various factors, including:

- **Complexity of care needs:** How much assistance you require with daily activities like washing, dressing, and medication.
- **Intensity of care needs:** How often and for how long you need care and support.
- **Overall health condition:** The severity and nature of your medical conditions.

Who makes the decisions?

Integrated Care Boards (ICBs) are responsible for making CHC funding decisions. They assess applications based on the MDT's report and the national framework guidelines.

Appealing a decision:

If you disagree with the ICB's decision, you have the right to request an independent review from NHS England.

Where to find more information:

- **NHS website:** <https://www.england.nhs.uk/healthcare/>
- **Age UK:** <https://tinyurl.com/bdcpaebc>
- **NHS Continuing Healthcare Funding Support:** <https://www.england.nhs.uk/healthcare/>
- **Citizens Advice:** <https://www.citizensadvice.org.uk/health/>

Additional Notes:

- People with complex long-term conditions like dementia, Parkinson's disease, or severe stroke can qualify for CHC.
- If you think you might be eligible, speak to your GP or another healthcare professional who can guide you through the application process.
- The process can be complex, so seeking support from advocacy groups or independent advisors can be helpful.

Mark's Headway Journey: From Recovery to Supporting Others



Mark's life took an unexpected turn when he experienced a **brain bleed** that changed everything. Before the incident, he was thriving—on the verge of buying a flat, relocating, and excelling in his logistics career at Heathrow Airport, managing imports and exports for major companies. Meanwhile, his parents were preparing to move from Hertfordshire to Norfolk. Life was moving forward as planned.

Then, in 2019, at just 23 years old, everything changed. Mark had attended a friend's wedding reception, and his ex-girlfriend had dropped him home. "That's the last memory I have," he recalls. After stepping out of the shower with a mild headache, his parents suggested he take paracetamol. But as the night progressed, the pain became unbearable. He was soon violently ill, reciting long strings of numbers—likely a reflex from his work in logistics. Alarmed, his parents rushed him to Watford Hospital, where scans revealed a brain bleed.

Transferred to a specialist hospital in London, Mark underwent emergency surgery to drain the blood pooling on his brain. When he woke three and a half weeks later, he was tethered to medical equipment, exhausted and disoriented from the trauma.

Four weeks after surgery, Mark was moved to a care facility in Taverham to be closer to family. It was during this time that he started attending Headway Norfolk & Waveney. **"The support workers are fantastic! They truly understand what you're going through,"** he says.



A Long Road to Recovery

That December, Mark underwent a second operation—keyhole surgery to repair the damaged area. The surgery was a success, and Mark focused on rehabilitation. Headway became a crucial part of his recovery. "They taught me memory techniques to help with daily life. Connecting with others who have experienced brain injuries—even if for different reasons—was reassuring. The activities were challenging at first, but over time, they became easier, which meant I was making progress."

By 27, Mark had regained his full driving license. Aware of the post-injury fatigue that could affect his ability to drive, he took things slowly. Initially, his father drove him to Headway. "It's about small steps," he says.

From Service User to Key Support Worker

In 2024, Mark transitioned from a Headway client to a volunteer, using his experience to help others on their own brain injury journeys. By 2025, he had taken the next big step—becoming a Key Support Worker at Headway Norfolk & Waveney.

Mark's story is one of **resilience, determination, and giving back**—a testament to the power of support and the strength of the human spirit.

What our clients say about us

At Headway Norfolk & Waveney, we actively seek feedback through regular client and carer surveys, as well as programme evaluations. To track progress, we use a tool called the Outcome Star, which captures client-led data across key areas such as lifestyle, self-care, symptom management, work and volunteering, finances, housing, relationships, and overall wellbeing.

On their journey of recovery, 70% of clients reported that they had reached a stage where things were as good as they could be—or were close to that point across all key areas.



"I needed help and approached the Stroke Association, who put me in touch with Headway. This was a lifeline for me. Hearing other people talk about their experiences and knowing, I was not alone. I could understand their problems and they mine."



"I can be normal when I am at Headway, because we are all in the same boat and people understand my ways without judging me. My confidence has grown. I have started to smile again since coming to Headway".



"I have done some exercise and had lots of fresh air; it encourages me to be more physical and helps my mental health. The cogwheels sessions are good because it get's your brain working."




"Since my husband had his stroke nearly 12 years ago now, I have found it very difficult to deal with how my husband has changed, he is not the man I married anymore. He can't speak very well and so everything comes to me to deal with now.

Before I found Headway, I knew I had to get some help. I thought about counselling, but I wasn't sure if they would understand my problem. Finding Headway was good because everyone who attends, has a similar problem to me and completely understands. We can share information or even suggest ways to alleviate or help others solve their problems."

Contact Us

At Headway Norfolk & Waveney, we are here to support individuals affected by brain injury, as well as their families and carers. Whether you have a question about our services, need advice, or are considering making a referral, we encourage you to get in touch.

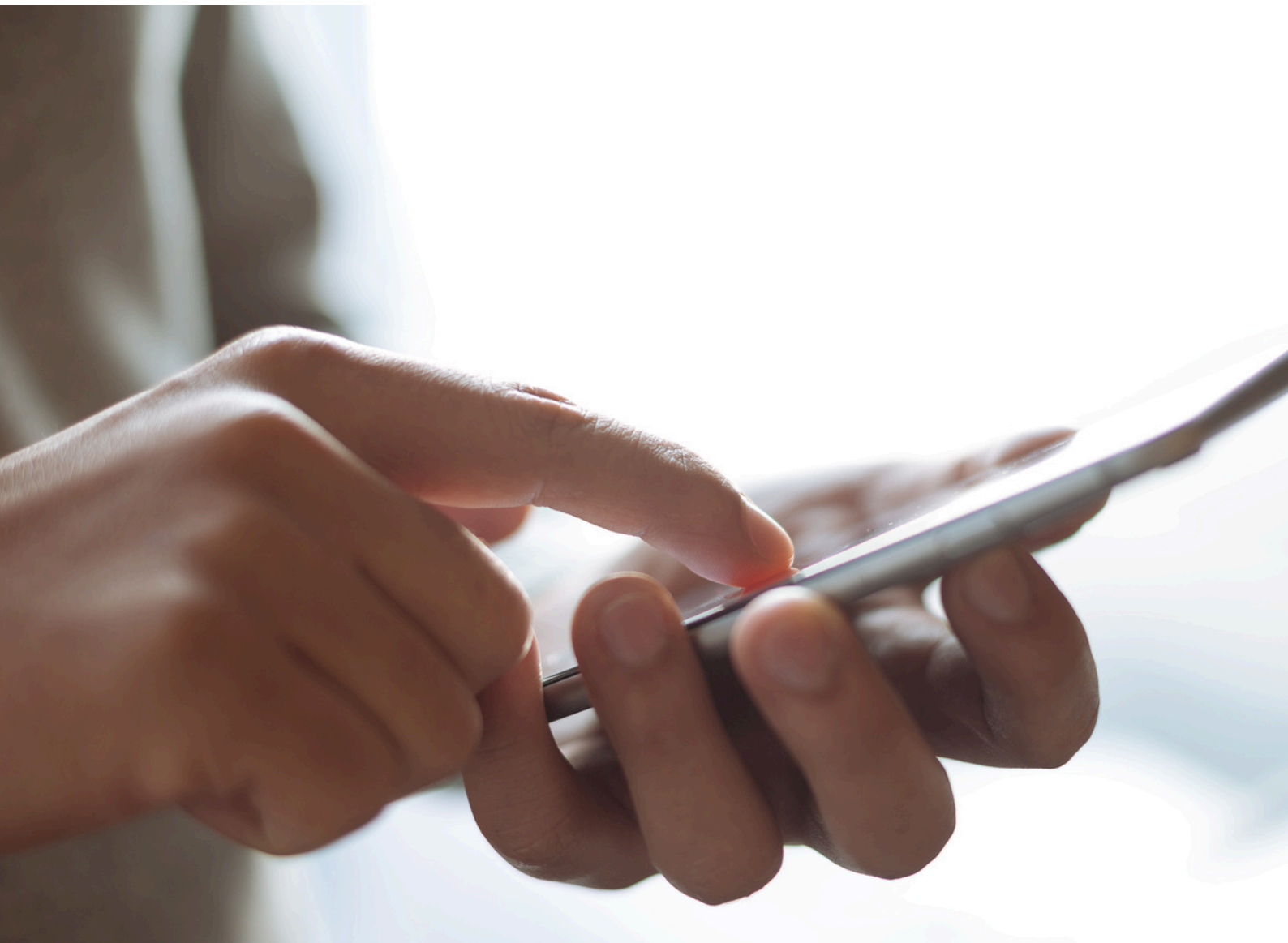
Our Contact Details

 **Phone:** 01603 788114

 **Email:** contact@headway-nw.org.uk

 **Website:** www.headway-nw.org.uk

Our team is happy to assist with any queries, whether you're seeking information about our services, looking for advice, or wanting to learn more about brain injury support in your area.



Making a Referral

If you or someone you know could benefit from our services, making a referral is straightforward. We accept referrals from individuals, families, healthcare professionals, and other organisations. Our team will work closely with you to ensure the right support is provided.

Who Can Make a Referral?

- Individuals living with an acquired brain injury
- Family members or carers of someone affected
- GPs and healthcare professionals
- Social workers and case managers
- Charities and support organisations

To make a referral, visit our website where you can complete an online referral or download a paper version of our referral form to email or post back to us:

www.headway-nw.org.uk/make-a-referral

If you have any questions about making a referral or need help with the process, please don't hesitate to contact us. We're here to help every step of the way.

Notes

(Please use this space to make notes, questions etc).

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Improving lives impacted by brain injury.

For more information, talk to us on 01603 788114
or email contact@headway-nw.org.uk



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