



Choosing specialist neurocare and neurorehabilitation

A guide for individuals and families: care, funding, facilities and life at Inspire Neurocare

Inspected and rated

Good





TIM'S
TOUR OF BRITAIN 2020

"No challenge, no
change" - Peloton



Tim's Weekly cycle mileage

Monday	25.78
Tuesday	25.04
Wednesday	25.04
Thursday	25.04
Friday	25.04
Saturday	25.04
Sunday	25.04

151.72

Tim's Daily cycle mileage

Monday	25.78
Tuesday	25.04
Wednesday	25.04
Thursday	25.04
Friday	25.04
Saturday	25.04
Sunday	25.04

It doesn't matter how
many times you get on the bike, as
long as you are on it.



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Welcome

Choosing the right specialist care is a big decision, and navigating the funding arrangements, and next steps can sometimes feel overwhelming. At Inspire Neurocare, we understand how difficult it can be.

We hope this guide gives you the information you need to make the process more straightforward, stress-free and understandable.





About us

At Inspire Neurocare, we place the people we support at the very heart of our service, shaping our specialist neurocare and rehabilitation around their personal needs. From the ground up, Inspire Neurocare was built for people living with the complex needs associated with neurological disabilities. Our specialist team of nurses, therapists and life-skills facilitators are experienced in supporting people living with progressive and sudden-onset neurological disorders affecting the brain, spine and the nerves that connect them.

Our primary focus is to enable people to live independently through nursing care, therapeutic interventions and lifestyle adaptations required for people living with neurological symptoms – whatever their condition or prognosis.

Our latest CQC report reflects this. In October 2021, Inspire Neurocare was rated Good across the five inspection criteria safe, effective, caring, responsive and well-led.

How do you choose the right care?

Caring for loved ones or living with a neurological condition can be challenging and choosing the right care can be extremely daunting. Everyone's circumstances are unique, so how do you know what kind of care will be right for you or your family member? Progressive and sudden on-set neurological disorders often require specialist care, so you need to be sure the homes you are looking at are well equipped to deal with your specific needs.

At Inspire Neurocare, we have a dedicated team that specialises in neurocare and neurorehabilitation. We use our vast experience to offer everyone we support the personalised care they require whilst putting their independence first. We understand how stressful moving into a home can be, so are here to make the transition as easy as possible.

This guide gives you an overview of the available options for care and funding. On the back page, we've included some useful links so you can find out more.



Residential long term specialist care at Inspire

Inspire Neurocare is not your traditional care home. We specialise in neurocare and neurorehabilitation for adults aged 18 – 65. Our multidisciplinary team promotes independence and aims to improve people's quality of life.

The care we provide revolves around each individual's neurological disorder. We have a broad skillset at our disposal to help people with sudden on-set neurological conditions such as an acquired brain injury or spinal cord injury and people with degenerative conditions like Huntington's disease, Korsakoff syndrome, frontotemporal dementia, multiple sclerosis and motor neurone disease.

Respite care at Inspire

You may also consider respite care for yourself or your loved one. Many people living with a brain injury or neurological condition are cared for at home. Respite care can provide a necessary reprieve for the individual and their family. In some cases, an individual's primary carer may be going on holiday or become unwell themselves. Whatever the circumstance, respite care can help.

For a minimum two week stay, individuals can come into Inspire Neurocare and benefit from all the services we have to offer. This might include working with our in-house therapists and specialist equipment and enjoying the company of other people we support who have similar routines.

Respite care can also be a stepping stone to entering full-time into our service, enabling people to experience life at Inspire Neurocare before deciding to enter for a longer stay, or permanently.

Independent living at Inspire

At Inspire Neurocare, we benefit from a one-bedroom, self-contained, independent living apartment. The stylish and welcoming apartment includes a large, light and airy open-plan kitchen diner and a spacious bedroom with an en-suite wet room. The fully accessible space is suitable for all and is cleverly designed to offer independence for wheelchair users and people with limited mobility. The bedroom has pull-down storage in the wardrobe, and the kitchen has adjustable height worktops and flexible space, ensuring it is safe to use, comfortable and practical for all.

The independent living apartment enables people to develop their independence in a home from home environment. It is suitable for people on a rehabilitation pathway who are preparing to be discharged and individuals with progressive conditions who wish to maintain their independence for as long as possible.

Home care

You may also wish to consider home care, where carers come into your home on a schedule that suits you. This could be anything from three times a day to once a month. With home care, you can receive the specialist care you need from the comfort of your own home. Ask your local social care worker or GP for more information about what's available in your area.

Care homes

Traditional care homes are also an option. These are services usually for older people and they specialise in supporting people to live comfortably when they can no longer live independently. Though some care homes provide an element of therapy, usually with visiting therapists from the community, they do not usually have care pathways that focus on restoring people's independence.



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When I came here, I couldn't walk, sit up, couldn't do anything. And here I am now – walking with my frame. The progress has been fantastic. The staff here are wonderful, so patient, encouraging and so caring."

— JAY





Your right to choose care providers

With help from the NHS and your local authority, you can decide whether receiving care from a residential home is right for you or your loved one. Following an assessment of your unique requirements, you will receive suggestions on where you or your loved one can receive appropriate care. The family and the person needing care will be consulted every step of the way to make sure your needs and wishes are being taken into consideration.

Once you've received your care options, it is important to remember that you have the final say. So be sure to ask any questions you may have and don't be afraid to challenge any decision you disagree with.

Under the Government Care Act 2014, your local authority must base their assessment on each person's individual needs, well-being, and desired goals. Your local Clinical Commissioning Group (CCG) must also ensure the care is right for you or your family member. This means that decisions cannot be made solely based on costs and must always be justified as to how it puts an individual's best interest first.

You are in control and can choose the type of care you feel is appropriate, whether that comes from a specialist neuro service or a different facility of your preference.

How is specialist neurorehabilitation and care funded?

We understand how difficult choosing specialist rehabilitation can be. Funding can add an extra level of confusion, with numerous options available to you. We help ease the process and are always happy to provide any information you need. Inspire Neurocare's transparent referral, assessment and costing approach ensures funders can be confident that rehabilitation is cost-effective.

Funding is usually obtained through Clinical Commissioning Groups (CCG), Continuing Healthcare and Commissioning

Support Units, and by local authorities. Placements can also be self-funded by individuals and family members or funded by legal settlements.

Most placements at Inspire Neurocare are funded through the NHS, but we receive funding from many places, including CCGs, local authorities, special injury specialists, and private funders. There is alternative funding available for neurorehabilitation, too, from services run by neuro charities.

The type of funding you can receive also depends on the care you require. If, for example, you have been hospitalised following a stroke or an injury, the NHS will support you via intermediate care. If, however, you have complex or severe needs, you may require long-term care and neurorehabilitation, which can be funded through an NHS scheme called NHS Continuing Healthcare (CHC).



What is intermediate care?

Rehabilitation, also known as reablement, is short-term care that will enable you to live safely and independently through:

- relearning life skills
- improving cognitive functions
- regaining physical movements.

The aim is to facilitate your recovery after a hospital stay so that you can return home with confidence. If you need help from your own home, this is also classed as intermediate care to avoid a hospital stay altogether.

Following a needs assessment from your local authority, a care package will be provided for a set amount of time. Everyone is eligible for free reablement support for up to 6 weeks, regardless of their capital and income.

The needs assessment looks at a range of skills everyone needs to work, maintain relationships, care for others, and live safely and independently (for example, nutrition, personal hygiene and toilet needs). If you cannot carry out these tasks due to a physical or mental impairment, you should seek an assessment.



What is NHS continuing healthcare?

NHS continuing healthcare (CHC) is suitable for individuals with more complex care needs. If your needs assessment shows you have significant, ongoing and severe health needs or that your care needs are a direct cause of your health, then CHC funding can be arranged. Unlike intermediate care local authorities provide, CHC is not means-tested and is funded entirely by the NHS.

Am I eligible for continuing healthcare funding?

Anyone aged 18 and over can apply for CHC funding. You will be assessed via a Checklist Tool and a Decision Support Tool to determine your eligibility. These tools follow a National Framework set by the government to ensure access is fair and consistent, regardless of where you live in the UK. Completing these checklists is undertaken collaboratively by a multidisciplinary team, including your GP, neurorehabilitation specialists, family members and the individual who needs care.

The initial Checklist Tool is used to screen your needs and put you forward for further assessment if appropriate. If you have a negative outcome and are told you are not eligible, you can appeal to the Clinical Commissioning Group (CCG). However, you may still qualify for partial funding, known as the 'joint package of care', and you should be given more information about this if appropriate.

If you have a positive checklist (meaning your needs fit the correct criteria), you will receive a full assessment via a Decision Support Tool. This assessment is based on





Inspire is a beautiful place and as soon as I saw it and learned about the holistic care - well, that was it. If I was to write down what I was looking for in a service, that was it."

— Callie, wife of former resident Adrian

your needs, not on your specific illness, disease, condition or prognosis. The decision-making process is person-centred and makes sure your health, well-being, social and independent living needs are all considered. A recommendation will then be given to the CCG concerning your eligibility.

If you receive funding from the NHS for continuing healthcare, the CCG will give you a number of care options. The final decision regarding your care package is yours, regardless of how it is funded. You will have a review after three months, then once every 12 months.

NHS-funded nursing care

If you are not entitled to funding from the NHS continuing healthcare, you may still be eligible for NHS-funded nursing care. Here, funds are paid directly to the service to cover the costs of their registered nurses, who are employed directly by the care home.

There is a standard rate for this, and it can cover a variety of nursing tasks needed for your care.



Life at Inspire Neurocare

Inspire Neurocare was purpose-built for people living with complex needs associated with neurological disabilities. The 42 en-suite bedrooms, and 1-bedroom independent living apartment, are all designed around the needs of people living with a range of neurological conditions. Each of the en-suite bedrooms are over twice the usual size, are fully soundproofed and have independently controlled underfloor heating.

All spaces around the home elegantly combine style and function to create an environment of comfort, opportunity and potential. For example, a Covid-secure

Family & Friends Lounge with a private entrance provides a safe and comfortable environment for visits when regulations require this.

In addition to dedicated areas for families and individuals to come together to cook, eat and relax, the contemporary service is open-plan with assistive technology built-in and WiFi throughout. There is a 32 square metre physiotherapy gym and elegant interior-designed spaces. Three large balconies overlook landscaped grounds, which provide areas of quiet retreat as well as spaces for socialising and summer barbeques.



Food and Nutrition

All of the food we provide is locally sourced, with menus shaped around the needs of each person. At Inspire Neurocare, we understand the importance of good food. It's about enjoying food that's not only delicious and good for you, but that's also right for each person.

We are committed to creating a safe and nurturing experience at each mealtime. Our expert team of Speech and Language Therapists, Occupational Therapists, Dietitians and Chefs work collaboratively to support each person's dietary, cultural and religious requirements – we aim to promote independent eating, drinking, and even cooking wherever possible.

As a specialist neurocare home, we recognise that many people have dietary requirements due to their condition or symptoms. For example, neurological disorders commonly cause difficulties in eating and drinking, such as

chewing and swallowing problems (dysphagia). This can be compounded by difficulty speaking or coughing, and associated problems with attention, language impairment, or body control.

With these requirements in mind, we specialise in creating appetising menus for people requiring pureed, textured and liquid foods. Where necessary, we can adapt how food is served and provide adaptive cutlery and crockery deemed appropriate during an assessment.

All our services align with the International Dysphagia Diet Standardised Initiative (IDDSI) Levels. IDDSI guidelines have been devised by The Royal College of Speech and Language Therapists (RCSLT), the British Dietetics Association (BDA), and an international research faculty. Adhering to these standards ensures all the people we support have the safest foods and fluids for their needs.



First-class care

At Inspire Neurocare, we pride ourselves on the quality of service we provide. We have good staffing levels and highly skilled team members, which means we can provide 1:1 or 2:1 care where required.

We work in constant collaboration with individuals and their families regarding care plans, regularly reviewing each person's needs to ensure we have the correct care and support in place. If your care needs change, then your care arrangements can too.

Although many people have long-term care requirements, we can also provide short-term care for rehabilitation purposes.

We are proud to facilitate people's recovery, taking them to a level of independence where they can leave the service and return to their own, or a loved one's, home.

For example, Adrian came to us in March 2020 following a severe brain injury. Adrian's rehabilitation and care took place during a very challenging time for both the health service and Inspire, making his achievements over the following weeks even more inspirational. Adrian joined us as a wheelchair user requiring 1:1 support for all aspects of his care.

Through sessions with the Occupational Therapist, Physiotherapists, Life Skills Facilitator, Wellbeing and Lifestyle Coach, and Psychotherapist, Adrian gradually regained his balance, ability to move and walk, skills in washing and dressing himself and cognitive skills. After eight weeks at Inspire Neurocare, Adrian could walk out of the service and return home to live with his wife Cally and their two children.

We are so proud of Adrian and what he has achieved. We hope we can help you or your family member reach your full potential in the same way.

MEET GEMMA:

Before coming to Inspire Neurocare, Gemma spent time in hospital with sepsis due to complications arising from her diagnosis of multiple sclerosis.

For Gemma, who is 35 and until recently worked as a Commercial Solicitor, this purpose-built environment for younger people means that she can form friendships with fellow residents. Gemma worked with the team to develop a timetable for her daily routines and nighttime posture changes that suited her sleeping schedule. From helping Gemma decorate her room to watching films together, the Life Skills Facilitators at Inspire have become trusted companions, supporting her with little things that make a big difference.

“Charlotte (LSF) is an angel because she did a beauty course when she was younger. So she does my nails for me every couple of weeks – the last time while we watched *The Grinch*. They are so good. They really are. Not many people understand what it’s like, and when I need someone to talk to, I can. It would be a lot harder if I hadn’t got them to talk to.

Being here is wonderful. I have access to fantastic people like Sandie (Physiotherapist). I couldn’t hold my head up when I first came here, and now I sit in a chair and support my weight on the plinth in the gym.

In the summer, my cousins and I sat on the balcony, just playing board games, like we used to do when we were kids. Everybody in my family relaxed once they’d been here and seen that I was so relaxed here. It put their minds at rest. When I was in hospital, I wasn’t me at all. My cousin said, ‘I really am glad – this place brought you back to life in a way.’

To discuss our specialist care for yourself or your family member, please contact Lizzie Merrick, Registered Manager by emailing worcester.hm@inspireneurocare.co.uk or by calling the service on 01905 969 000. We will arrange a visit to the service or arrange a time to visit you, whether at home, in your current care service or in hospital.

Useful links

Please visit the links below for more information about funding and arranging specialist care.

- CQC: Choosing care services:
www.cqc.org.uk/help-advice/help-choosing-care-services/choosing-social-care
- NICE Intermediate Care:
www.nice.org.uk/about/nice-communities/social-care/quick-guides/understanding-intermediate-care
- NHS Continuing Healthcare:
www.england.nhs.uk/healthcare
- NHS-Funded Nursing Care:
www.nhs.uk/conditions/social-care-and-support-guide/money-work-and-benefits/nhs-funded-nursing-care

