



Welcome to Inspire Neurocare Worcester

Specialist neurocare and rehabilitation for adults with complex needs



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At Inspire Neurocare, we place the people we support at the very heart of our service and shape our specialist neurocare and rehabilitation around their personal needs. Our clinical and therapy teams ensure the highest quality outcomes for the people we support, working in collaboration with individuals, families and care commissioners to agree on goals and outcomes.

We believe everyone should be enabled to live a meaningful and fulfilling life, however complex their underlying health needs may be. By tailoring our nursing care and specialised therapeutic approaches to personal preferences and needs, we empower the people we support, enhancing their quality of life and overall well-being.

Our team works hard to ensure the highest quality outcomes, and with individuals, family members, and loved ones, we work together to set goals and ensure people can make their own choices – about care, therapy, hobbies, and interests.

From the ground up, Inspire Neurocare was built for people living with the complex needs associated with neurological disabilities. It's the ideal environment for rehabilitation and recovery, and for people with long-term needs.

Inspire Neurocare is a special place where people achieve life-changing outcomes, and I look forward to welcoming you to the service. My door is always open.



Michelle Kudhail

Director of Specialist Services
Inspire Neurocare Worcester



We support adults aged over 18 with one-to-one and two-to-one support available



18+

1:1

2:1

Neurocare and rehabilitation excellence in the heart of the community

At Inspire Neurocare, we focus on enabling people to live with independence through nursing care, therapeutic interventions and lifestyle adaptations required for people living with neurological symptoms – whatever their condition or prognosis.

We pride ourselves on our truly interdisciplinary approach to residential neurorehabilitation

and care that puts people’s goals and desired outcomes at the heart of their support.

Our specialist interdisciplinary 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.

Rehabilitation and care pathways

Rehabilitation Pathway

- For people recovering from sudden-onset conditions, including traumatic brain or spinal cord injury and acquired brain injury including those sustained through trauma, anoxia, stroke, tumour, virus, or infection

Complex Care Pathway

- For people with highly complex neurological needs requiring expert ongoing care, such as support for breathing (via tracheostomy or assisted ventilation), specialist care for residents in Prolonged Disorders of Consciousness, supported nutrition and hydration including PEG management, cognitive impairment, stressed and distressed behaviours, and care for individuals with community treatment orders (CTOs)

Neurodegenerative Pathway

- For people with progressive neurological conditions, including motor neurone disease, multiple sclerosis, Huntington’s disease, brain tumours, Parkinson’s disease, Pick’s disease, frontotemporal dementia, Korsakoff’s syndrome, and other early onset dementias

Respite and Neuro-palliative Care

- Private and funded respite care is available for individuals who require a short period of support, and the team is skilled in caring for people at the end of their life

Inspire Neurocare supports people with complex physical, neurological, psychological and behavioural needs:

- spasticity and postural management
- supported nutrition and hydration
- continence and personal care
- mobility impairments
- skin integrity issues/concerns
- swallowing difficulties (dysphagia) and modified diet and nutrition
- moderate to severe cognitive impairment
- communication challenges
- memory problems, disorientation and confusion
- depression, anxiety, and emotional difficulties

Every pathway includes an initial assessment, care planning, and goal setting with interdisciplinary team members, individuals, and families. An initial progress review occurs at 6–8 weeks, followed by another at 12–14 weeks. For shorter rehabilitation placements, we will arrange timely progress reviews, with reports at the halfway point of an agreed rehabilitation period, or as directed by Commissioners.

At these meetings, team members, individuals, families, and care commissioners discuss and agree on next steps, including discharge planning, transition to long-term care, or advanced care planning.



Contemporary, accessible, and designed for neurocare

Designed around the needs of people living with a range of neurological conditions, Inspire Neurocare elegantly combines style and function to create an environment of comfort, possibility and potential.

In addition to dedicated areas for families and individuals to come together to cook, eat and relax, the light, contemporary, open-plan service has assistive technology built-in and WiFi throughout, a 32 square metre physiotherapy gym and elegant interior-designed spaces.

Inspire Neurocare Worcester has 43 ensuite bedrooms and a 1-bedroom independent living apartment. Each of the light ensuite bedrooms is over twice the usual size, is fully soundproofed and have independently controlled underfloor heating. Three large balconies overlook landscaped grounds, providing areas of quiet retreat as well as spaces for socialising and summer barbeques.

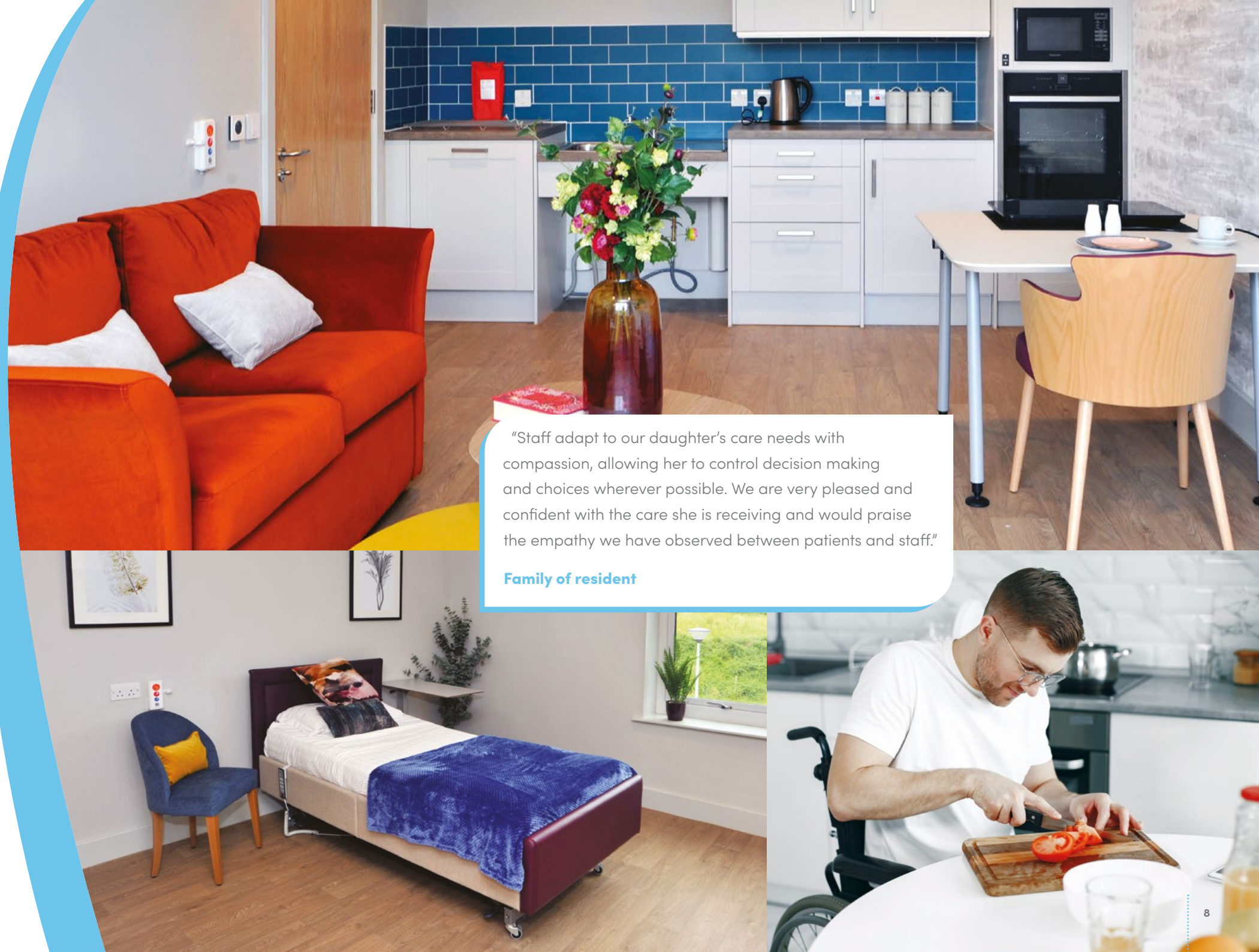
Independent living at Inspire Worcester

Inspire Neurocare benefits from a one-bedroom, self-contained independent living apartment, allowing people to develop their independence in a home from home environment.

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, cleverly designed to offer independence for wheelchair users and people with limited mobility. The bedroom has pull-down storage in the wardrobe, and adjustable height worktops and flexible space ensures that using the kitchen is safe, comfortable, and practical for all.

It is suitable for people on a rehabilitation pathway who are preparing to be discharged, and for individuals with progressive conditions who wish to maintain their independence for as long as possible.



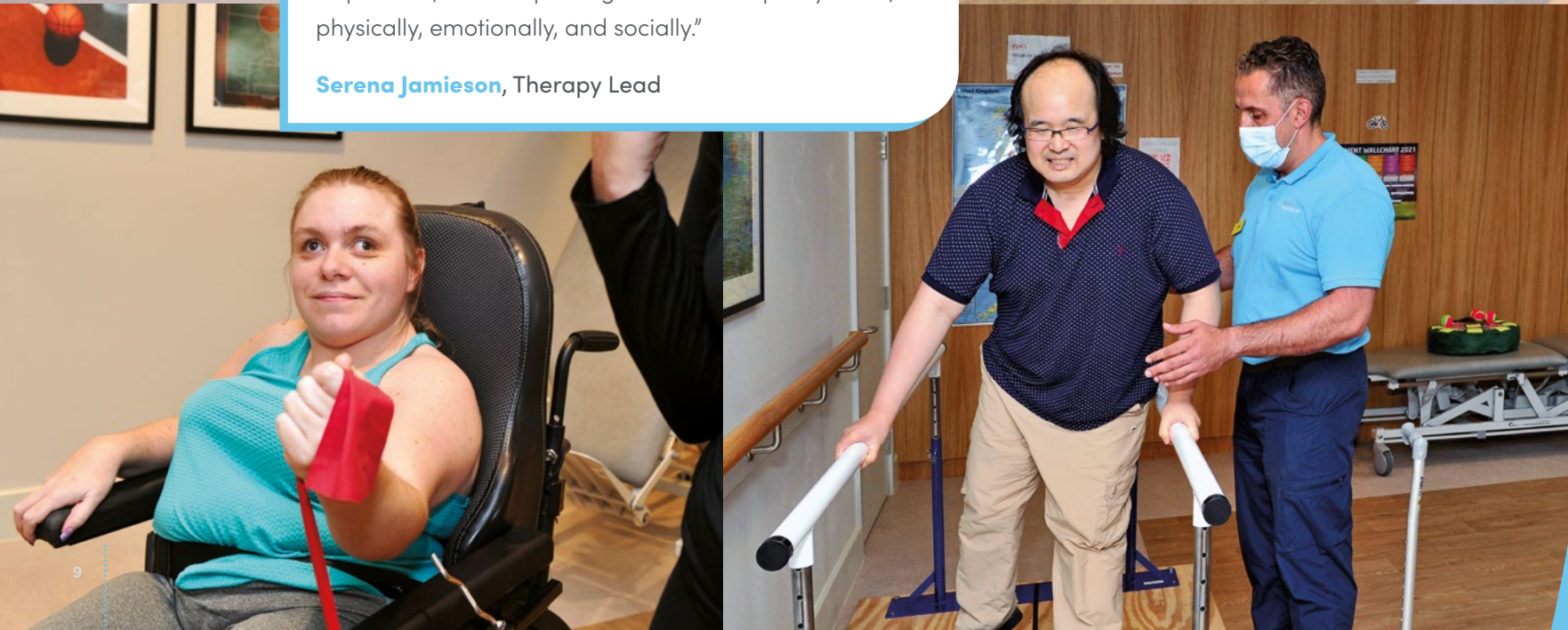
"Staff adapt to our daughter's care needs with compassion, allowing her to control decision making and choices wherever possible. We are very pleased and confident with the care she is receiving and would praise the empathy we have observed between patients and staff."

Family of resident



"As therapists, we work with the individual to help them return to the highest level of function and independence as possible, while improving their overall quality of life, physically, emotionally, and socially."

Serena Jamieson, Therapy Lead



Achieving positive outcomes

At Inspire Neurocare, we recognise that everyone is different – so rehabilitation goals and measures of success are different too.

For some, neurorehabilitation might mean relearning the skills of everyday living, so people can return to living independently. For others, it's about maintaining their skills and abilities as the symptoms of a progressive condition begin to have more impact on daily life. In some cases, the focus will be on a person's physical health, clinical stability and emotional well-being.

Electronic care plans and hand-held devices provide instant and secure access to information. We use the Quality and Compliance system to monitor trends and analyse quality data. For rehabilitation pathways, we use FIM+FAM – the Functional Independence Measure and Functional Assessment Measure – to gather and interpret the data around people's progress towards their goals. Further clinical and outcome measures are used to support care.

At Inspire Neurocare, individuals benefit from consultant-led care provided by an interdisciplinary team. We ensure our care is joined-up with acute hospital, community teams, and other care providers. Individuals, families, and care commissioners can trust our measurable, partnership approach to goal setting, regular reporting, and assessments to ensure our rehabilitation approach is working for each individual.

REHABILITATION PATHWAY

H's 100-day transformation: an inspiring recovery from a life-changing neurological disorder

Previously fit and active, H became unwell at home in late 2022 and was treated in hospital for Central pontine myelinolysis – a rare neurological disorder that occurs when the nerve fibres in the brainstem are damaged, causing significant damage to the body's function. H also had thalamic infarcts, a type of stroke that can cause weakness, numbness, and speech problems.

While being treated in intensive care, H had respiratory distress and had a tracheostomy and a PEG inserted to provide nutrition and hydration. His movement and communication was severely restricted as a result of his illness. H explains, *"At one point, I couldn't lift any limbs, I could just about blink. And that's how I said yes or no by blinking. I stopped speaking for three months – whatever I said people couldn't hear me."*

When H first came to Inspire, he was primarily wheelchair dependent and required the help of two Life Skills Facilitators to manage his activities of daily living and transfer to and from his wheelchair. Agreeing a series of rehabilitation goals – in particular, to walk – with the clinical and therapy teams, H began to progress quickly.

A specialist physiotherapy programme aimed to improve his movement, balance, and

coordination. H's right arm was mostly affected by the weakness initially, so therapy included both upper and lower limb strengthening. Practising stepping and walking with a frame in the gym, H began to walk with a frame and support from the team. With practise and determination, H began walking more independently and increased his confidence.

H said, *"They're really good here, they really are. They do push you. I know I'm not 100% there yet, but going from the walking frame to crutches is a big change."*

Speech and Language Therapy helped H to improve his communication and strengthen his palate, allowing him to speak more clearly. *"I used to speak through my nose when I got tired but because I've been doing what they taught me, it's been a lot better."*

Michelle Kudhail, Director of Specialist Services, said, *"To see H manage the stairs, and go home walking independently within just 12 weeks is so significant."*

H's motivation and determination, combined with the expertise of the teams at Inspire, have enabled H to progress in his recovery and ultimately meet H's goal to move back home.

"In 100 days – three months – going from nothing to being able to do the majority of things, it's a great achievement. I couldn't ask for anymore – I just hope the outside world will be as nice as these people. I will miss this place in a big way, but I'll be glad just to go home."

H, former Inspire resident





COMPLEX CARE PATHWAY

Long term complex care for Clare

Clare lives with Neuro-Behçet's syndrome (NBS), a systemic inflammatory disorder of unknown cause that affects many organs and tissues. Symptoms include headaches, dizziness, confusion, memory loss, trouble keeping balance, vision problems, seizures, and difficulty speaking or moving.

Clare was cared for at home by her family until she was 38. Struggling to find a specialist neurorehabilitation centre equipped to manage her very complex needs, Clare found the right long-term care through Inspire's complex care pathway.

Inspire Neurocare's specialist team understand the nuances of Clare's non-verbal communication and the highly detailed care requirements necessitated by her rare condition. The Life Skills Facilitators, therapists, and specialist nursing team support Clare to live a happy and fulfilled life by providing a supportive environment, focusing on her abilities, promoting independence, and advocating for her needs. Wherever possible, the team enable Clare to make choices about her life, from getting to know her preferred daily personal care routines to understanding

that a good cup of tea every morning will set Clare up well for the day.

"One to one time with Clare, which is through her waking hours in the day, enables somebody to be constantly at her side to anticipate her needs to fulfil the routine that she's used to. Clare can't verbally say to us what she might like or what she doesn't like although she can say some very clear 'no's'. There is a language that she has which we are still learning from her mum," Clinical Lead Fran explains, "She loves listening to story tapes, which her family have read for her. Clare will predict what's coming next in the story because she'll laugh before it happens. It's lovely when she smiles, and she has a real giggle."

Clare's parents, Sue and Brian, spent 12 years finding the right service for their daughter after caring for her at home for 38 years. In a video you can watch at the link below, they share their thoughts on the difference Inspire's model of care makes to Clare and to them.

"Inspire is a template that other homes should follow, especially for profoundly disabled people. We're delighted to be here. Clare is very happy, very well loved and cared for. We feel settled and secure in knowing that when we are no longer around, Clare will be carefully and lovingly cared for.

Anybody that manages to come here is very fortunate and should be grateful – we certainly are. It's taken the constant worry away from me, day and night, sleepless nights – I don't have them anymore. We are just grateful to be able to relax and know that she is being cared for."

Sue and Brian, Clare's parents

NEURODEGENERATIVE PATHWAY

Specialist care for Sarah

Sarah was admitted to hospital due to sepsis, caused by complications from her multiple sclerosis. MS is an unpredictable and incurable condition, yet Sarah's determination has inspired those around her as she works towards leading a life of independence with proper care and support. By coming to Inspire, a purpose-built environment and care pathway created specifically for people living with neurodegenerative conditions, Sarah has formed meaningful, trusted relationships with colleagues and residents while receiving focused specialist attention that helps to manage her symptoms of pain, fatigue and balance and receive support with the psychological demands of her condition.

By working with the team to carefully devise routines tailored around her preferred sleeping, therapy, rest, and night time posture change requirements, Sarah is reaching her goals of greater functional ability and independence.

"Being here is wonderful. I have access to fantastic people like the physiotherapists. 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. Charlotte, the Life Skills Facilitator is an angel – 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."

In the summer, my cousins and I sat on the balcony playing board games. Everybody in my family relaxed once they'd been here and seen that I was so relaxed. 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.'"

REHABILITATION PATHWAY

Innovating for independence following a brain haemorrhage

Jay, aged 74, came to Inspire for a period of rehabilitation following a subarachnoid haemorrhage, further complicated by hydrocephalus, which required neurosurgical intervention in late 2020.

On arrival into the service, Jay was experiencing problems with her balance, had left side weakness and found mobilising very difficult. She was unable to stand without support from the team members and a standing hoist.

The specialist team worked with Jay and her family to create a rehabilitation plan to increase her independence. With physiotherapy focusing on restoring Jay's balance and increasing her confidence, she can now walk independently, ascend and descend stairs and can get on and off the floor.

The Life Skills Facilitators also worked with Jay under the direction of the therapy team, this included using an innovative mobile app called

Clock Yourself to improve her balance and mobility. They also encouraged her to use her improved mobility functionality throughout the day, and this contributed to increased confidence and independence outside of the therapy environment.

Jay was able to return home to her family after four months at Inspire Neurocare.

"I'm thankful that I'm still alive – it's down to the wonderful surgeons, and of course, the rehabilitation at Inspire, which has been fantastic."

When I came here, I was on my back. I couldn't walk. I couldn't sit up, couldn't do anything. And here I am now – walking. The progress has been fantastic. The staff here are wonderful, so patient, encouraging and so caring. Those who saw me when I first came in – they say, what a transformation!"





An innovative approach to holistic care

Life Skills Facilitators (LSFs) offer a revolutionary approach to neurocare and rehabilitation, leading to better outcomes for the people we support.

LSFs have a comprehensive role that reimagines the traditional carer into an enabling supporter, combining care, therapeutic and clinical input, and companionship, in one.

Supporting neurorehabilitation in three fundamental ways, LSFs provide opportunities for rehabilitation throughout each interaction, ensure knowledge sharing between different interdisciplinary approaches and enable rest and recovery.



Therapeutic excellence

Inspire Neurocare's interdisciplinary team of therapists support people to live with more independence, whatever their rehabilitation needs.

Injuries or illnesses that affect the brain can cause changes in cognitive abilities, including thinking and decision-making, and impact emotional well-being, such as mood changes and stressed or distressed behaviours. Our neuropsychologist works with individuals who are experiencing these changes, and their families, with the goal of providing supporting strategies and enhancing well-being. The experienced

Neurological physiotherapists are trained to treat neurological conditions with the aim of providing interventions which help an individual to regain or maintain their maximum movement, strength and functional independence. Occupational Therapists work to increase people's independence in areas of everyday living, ensuring people can function in their environment, with adaptations where required. Speech and Language therapists support people who experience swallowing difficulties and communication issues, sometimes by using communication aids and adaptive equipment.



Complex nursing care

Inspire's highly trained specialist nurses care for people who need very complex care due to their complex neurological conditions and symptoms.

Our complex care nursing teams support people requiring ventilated care and respiratory management and are skilled at caring for those with epilepsy, dementia and physical disabilities, including postural

support, supported nutrition, and pain management for those with spinal injuries.

Led by our Clinical Lead, Inspire's nurses support individuals and families as they adapt to a new way of life, providing a supportive environment that promotes physical, psychosocial, and good mental health.



"When my son moved into Inspire Neurocare he was bedbound and not speaking. With great patience, all the staff cared for him.

With their attentive care he now speaks well and his communication skills are virtually back to where they were before.

We will be forever grateful to them all every single one for bringing my son back."

Family of resident

Enquiries and referrals

Making a referral

Assessments are carried out by an appropriate, skilled clinician in order to gain as much information as possible to inform understanding of need and person-centred care planning, with information shared between referrers, the NHS, case managers and local authority via secure emails and phone calls.

Following assessment, a comprehensive report with recommendations and costs is produced by the Inspire team and shared with the referrer. Prior to admission, Covid screening is carried out to protect the people already in the service.

Funding care

Inspire Neurocare's transparent referral, assessment, and costing approach ensures funders can be confident that rehabilitation is cost effective, with responsive therapeutic input which changes as people progress towards their goals.

Funding is usually obtained through Clinical Commissioning Groups, Continuing Healthcare, Commissioning Support Units, and by local authorities. Placements can also be self-funded by individuals and family members, or through legal settlements.

Find out more

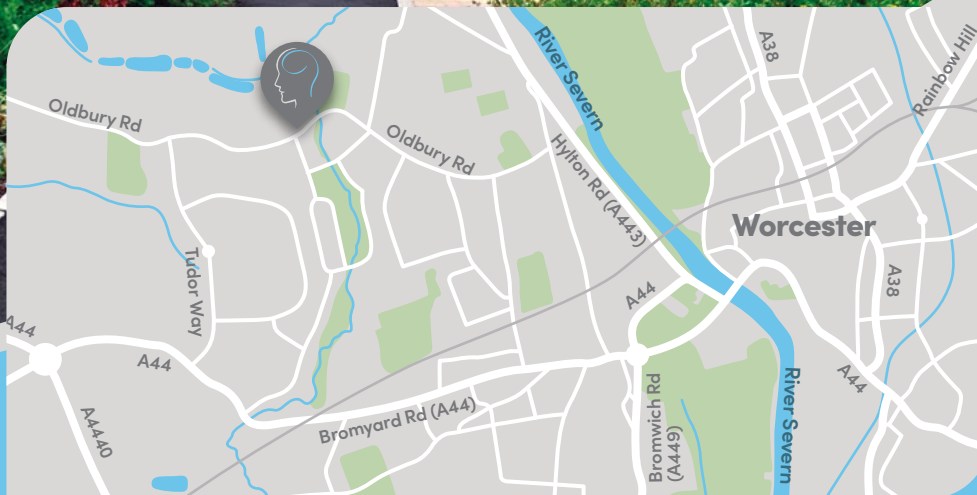


To make a referral, arrange a visit, or request further information, please contact Alastair White, Business Development Manager.

Alastair supports families and professionals looking for expert neurocare and rehabilitation.

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