

Introducing Glenside

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Glenside, based in the village of South Newton, five miles west of the Cathedral City of Salisbury, has been providing care since 1982. Originally established to provide dementia care, we have also been successfully providing neuro-rehabilitation services since 1996. All our care homes and our Independent Hospital are located on a single site in South Newton.

Glenside specialises in the care of people living with either a long-term neurological condition or an acquired or traumatic brain injury. The Glenside Hospital for Neuro-Rehabilitation opened in 2008 and has five wards.

There are also seven homes situated at Glenside. These vary in size and each has a distinct role enabling a pathway to be taken through rehabilitation. We have dedicated homes working with people who have challenging behaviour and homes specialising in the complex care needs of people with catastrophic brain injury.

Glenside offers:

- On site AHP teams and a high ratio of nursing staff to patients
- Personalised care and rehabilitation tailored to each individual
- Care for young adults in some areas (aged 17)
- A seamless 'pathway' of rehabilitation with consistency of therapy staff
- Nursing and therapy care that is based on research, best practice, audits and clinical governance
- Medical team on site (consultant led), with RMO in hospital and GP support for the homes
- High retention of staff, low use of agency staff
- Respite and crisis intervention placements
- State of the art hydrotherapy suite
- Multi-sensory rooms
- Use of the Horizon Centre with activity/social groups
- Podiatry and hairdressing on site
- Vocational assessment and experience
- Value for money - no hidden costs

GLENSIDE
INNOVATORS IN HEALTHCARE



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Registered with the Care Quality Commission
Kitchen awarded 5* Health & Safety 2008



Glenside Hospital

An Overview of Glenside Hospital for Neuro-Rehabilitation

The service aims to provide the highest level of evidence based rehabilitation, in a multi-disciplinary setting, from both a physical and cognitive perspective, to in-patients who have sustained either an acquired or traumatic brain injury or other neurological disorder. The service provided by the Hospital is designed to be complementary to the services available locally through the National Health Service and are compliant with the National Service Framework for Long Term Neurological Conditions.

The hospital has five wards, named after each of the main rivers of Salisbury; Avon, Ebble, Wylye, Nadder and Bourne. All of the wards have single en-suite rooms, a communal lounge, a dining area and a quiet lounge. The hospital is consultant led with 24 hour RMO cover.

Avon Assessment Suite is the gateway to our neurological assessment and rehabilitation services, with each patient admitted to this ward for initial assessment by our team. The length of stay will be 8-12 weeks. During this period, the patient will be assessed by each of our specialist disciplines, including Occupational Therapy, Physiotherapy, Speech and Language Therapy, Clinical Psychology, Nursing and Rehabilitation Medicine. This assessment period will form the basis of the rehabilitation programmes of those patients staying within our service. These patients will be transferred to one of the other wards in the hospital or to one of the other facilities on the Glenside site for commencement of their rehabilitation programmes. The suite has 10 individual en suite bedrooms.

Bourne Intensive Rehabilitation Suite is a specialist rehabilitation ward within the hospital where Cognitive Rehabilitation Therapy (or the CRT programme) forms the basis of everything that is done there. The nursing staff have a fundamental involvement in the rehabilitation of each patient and encourage them to follow their daily planners, which form an integral part of the CRT programme. This ward is also able to provide neuro-palliative care for patients with long term neurological conditions reaching end of life.

Ebble and Nadder Neuro-Behavioural Suites are for patients with behavioural problems as a result of their brain injury or other neurological condition. They also take patients who are still in PTA, (Post Traumatic Amnesia) following a brain injury. Treatment focuses on managing such behaviours in a safe environment, until such time as the patient can be transferred into our mainstream rehabilitation programme. Ebble suite has 4 individual en-suite bedrooms and Nadder has 8; they are designed to a high standard with anti-ligature furniture and fixings. Behavioural programmes are devised following assessment by our Consultant in Rehabilitation Medicine who specialises in behavioural problems. These suites do not take patients who are detained under the Mental Health Act.

Wylye High Dependency Unit (opening in 2010) will be for patients who have sustained a catastrophic brain injury, or as a result of their neurological condition require intensive and specialist nursing care. The High Dependency Unit is able to admit patients with complex nursing needs, including tracheostomies, CPAP, BiPAP, and patients on other types of ventilatory support.

Avon Admission and Assessment Suite

Avon Admission and Assessment Suite offers:

- **Number of beds: 9**
- **Age range: 17+**
- **Diagnosis: Neurological condition: Long term or ABI/TBI and PTA**
- **Staff to patient ratio: 1:2**
- **Length of stay: 8-12 weeks**
- **Registration: Independent Hospital (HCC)**
- **Charge per week: From £2,400 (including all services)**

Service Specification

All patients who are admitted to Avon follow the Glenside Assessment Pathway, which includes:

- Medical review by a named Consultant in Rehabilitation Medicine
- Medication review
- Physiotherapy assessment for posture, movement, and function
- Occupational Therapy assessment
- Speech and Language Therapy assessment
- Clinical Psychology assessment including a battery of psychometric tests
- Nursing assessment
- Cognitive Skills assessment
- FIM and FAM assessment from all disciplines
- Social Work assessment
- At the end of the assessment period, a rehabilitation plan is developed detailing the teams' recommendations for further rehabilitation
- Depending on the complexity of the patients presenting condition, the Assessment Pathway can be completed in 8-12 weeks
- Patients are admitted to a named Consultant in Rehabilitation Medicine and are reviewed daily by the medical team

A placement here can be for assessment only as part of a compensation claim, for assessment for placement elsewhere or as a gateway to our other services (usually Bourne) for intensive rehabilitation.

Bourne Intensive Rehabilitation Suite

Bourne Rehabilitation Suite offers:

- **Number of beds: 10**
- **Age range: 18+**
- **Diagnosis: Neurological condition: Long term or ABI/TBI**
- **Staff to patient ratio: 1:2**
- **Length of stay: 6-9 months**
- **Registration: Independent Hospital (HCC)**
- **Charge per week: From £2,200**

Service Specification

All patients who are admitted to Bourne follow the Glenside Rehabilitation Programme, which includes:

- Medical review by a named Consultant in Rehabilitation Medicine
- Physiotherapy review and treatment
- Occupational Therapy review and treatment
- Speech and Language Therapy review and treatment
- Clinical Psychology review and treatment
- Nursing care
- Cognitive Skills review and access to our Phase I Cognitive Rehab Programme
- FIM and FAM re-assessment from all disciplines
- Social Work assessment, including discharge planning
- All patients admitted for neuro-palliative care receive appropriate, dignified end of life care as detailed in our End of Life Pathway
- Depending on the individual patients presenting condition, the intensive rehabilitation phase can be completed in 6-9 months. The aim of the intensive rehabilitation phase is to prepare the patient for continuing rehabilitation in a non-hospital setting such as one of our community focused group homes
- Patients remain with their original Consultant in Rehabilitation Medicine and therapy team to ensure consistency of treatment

At the end of the rehabilitation period, patients who do not require nursing care can be transferred to one of our residential rehabilitation units, Grovely House or Newlands for continuation of their rehabilitation in a community focused group home setting. We work closely with care agencies and statutory authorities to ensure that patients admitted for crisis intervention are discharged home in a timely fashion when original pre-admission issues have been resolved.

Ebble Neuro-Behavioural Rehabilitation Suite

Ebble Suite offers:

- **Number of beds: 4**
- **Age range: 18+**
- **Diagnosis: Neurological condition: Long term, ABI/TBI, with challenging behaviour (not able to take patients who have been detained under section 3 of the Mental Health Act)**
- **Staff to patient ratio: 1:1**
- **Length of stay: Reviewed every 3 months**
- **Registration: Independent Hospital (HCC)**
- **Charge per week: From £3,700**

Service Specification

All patients admitted to Ebble receive the following specialist care:

- Patient goals assessed and discussed regularly and new goals set
- Cognitive Rehabilitation Therapy - patients have personal timetables and a diary for logging reflective comments and keeping track of activities and group activities that they attend
- Occupational Therapy sessions - community & daily living assessments (FIM and FAM assessments are used)
- Physiotherapy sessions including mobility problems, exercise and hydrotherapy if clinically indicated
- Equipment assessments (OT and Physiotherapy)
- Psychology sessions (assessments and support with behavioural programme)
- Assessment of speech and language by specialist Speech and Language Therapists in both structured and conversational settings and individual treatment of communication difficulties
- Specialist Speech and Language Therapy to develop communication skills to support cognitive processes (eg attention, self monitoring and problem solving) as well as training in conversation skills to enable patients to structure and sequence conversation
- Specialist furniture to ensure the safety of patients
- Social workers/family support
- Patients encouraged to join social groups and activities to stimulate and enhance their quality of life
- Specialist staff on Ebble (including both registered general and mental health trained nurses) work with patients with moderate to severe challenging behaviours, using specific behavioural techniques to reinforce socially acceptable behaviour

Potential destination on discharge could be to a less intensive environment if the challenging behaviour improves (such as Nadder) or to other homes at Glenside if their challenging behaviour is resolved.

Nadder Neuro-Behavioural Rehabilitation Suite

Nadder Suite offers:

- **Number of beds: 8**
- **Age range: 18+**
- **Diagnosis: Neurological condition: Long term, ABI/TBI, with challenging behaviour (not able to take patients who have been detained under section 3 of the Mental Health Act)**
- **Staff to patient ratio: Greater than 1:2**
- **Length of stay: Reviewed every 3 months**
- **Registration: Independent Hospital (HCC)**
- **Charge per week: From £2,700**

Service Specification

All patients admitted to Nadder receive the following specialist care:

- Patient goals assessed and discussed regularly and new goals set
- Cognitive Rehabilitation Therapy - patients have personal timetables and a diary for logging reflective comments and keeping track of activities and group activities that they attend
- Occupational Therapy sessions - community & daily living assessments (FIM and FAM assessments are used)
- Physiotherapy sessions including mobility problems, exercise and hydrotherapy if clinically indicated
- Equipment assessments (OT and Physiotherapy)
- Psychology sessions (assessments and support with behavioural programme)
- Assessment of speech and language by specialist Speech and Language Therapists in both structured and conversational settings and individual treatment of communication difficulties
- Specialist Speech and Language Therapy to develop communication skills to support cognitive processes (eg attention, self monitoring and problem solving) as well as training in conversation skills to enable patients to structure and sequence conversation
- Specialist furniture to ensure the safety of patients
- Social workers/family support
- Patients encouraged to join social groups and activities to stimulate and enhance their quality of life
- Specialist staff on Nadder (including both registered general and mental health trained nurses) work with patients with moderate to severe challenging behaviours, using specific behavioural techniques to reinforce socially acceptable behaviour

Potential destination on discharge could be to a less intensive environment if the challenging behaviour improves to continue rehabilitation if their challenging behaviour is resolved.

Wylve Suite - Opening in 2010

Wylve Suite offers:

- **Number of beds: 8**
- **Age range: 18+**
- **Diagnosis: Neurological condition: Long term, ABI/TBI, coma, MC, PVS, ventilator dependent**
- **Staff to patient ratio: 1:1**
- **Length of stay: Reviewed 3-6 monthly**
- **Registration: Independent Hospital (HCC)**
- **Charge per week: Individually assessed**

Service Specification

All patients admitted to Wylve receive the following specialist care:

- Medical review by a named Consultant in Rehabilitation Medicine
- Tracheostomy/ventilator/airway management
- Dedicated respiratory team
- Respiratory support CPAP or BIPAP
- Posture and spasticity management, including botulinum toxin
- 24 hour specialist nursing care
- Enteral nutritional support, both PEG and PEJ
- Hydrotherapy (subject to individual risk assessment)
- SMART assessments for coma patients
- Eligible patients can be enrolled on our Coma Stimulation Study
- Augmentative or alternative communication systems assessment
- SALT review to assess, monitor and treat swallowing and oromotor skills
- WHIM assessments plus other relevant and appropriate psychometric testing
- Family support

A placement here can be for long-term care or to enable a care package to be established and trained allowing care to continue in the community. Transfer could be to another high dependency home if the patient is no longer dependent on ventilator support.

Overview of Glenside Homes

The homes complement the new Glenside Hospital, providing many differing facets of care.

High Dependency

Newton House is a 14 bedded Home, it is a Grade II listed building with beautiful gardens. The home has single en-suite rooms (each very individual), a large lounge and a conservatory. The team at Newton House specialises in the care of people with very complex nursing needs caused by catastrophic brain injury or neurological condition, which may result in them being in a persistent vegetative or minimally conscious state of awareness. Staff work closely with all the IDT team.

Pembroke Lodge is a purpose built home with 14 beds and 2 lounges. The large en-suite rooms are all set on the ground floor to facilitate high dependency care. Pembroke Lodge, like Newton house, also specialises in high dependency care. As well as the complex needs of people living with catastrophic brain damage. The team at Pembroke Lodge specialises in the care of people who have locked in syndrome and need continued support to enhance their lives using communication aids.

Residential Homes

Grovely House is a small family house in which 7 people can live, 6 of whom live in the house and 1 in a small flat attached to the house. The rooms are individual and the 4 on the ground floor are suitable for people using wheelchairs. There is a lounge, dining/activity room and a smoking room. The ethos of Grovely House and the other residential homes at Glenside is to provide an ambience, which combines the boundaries and framework to provide rehabilitation whilst allowing the freedom for individuality.

Newlands is another house which has room for 9 people. It has a dining room, lounge and a smoking room. All people living in the residential homes are encouraged to participate in rehabilitation programmes during the day with normal activities such as washing up and laundry being done as it would in our own lives. Social activities are encourage and facilitated in free time.

Horizon Close is our newest home and consists of 10 supported living bungalows. Each bungalow has a bedroom and living area with kitchenette. The bungalows all have an addressable call bell system, supported by staff 24 hours a day. The purpose of the bungalows is for assessment and ongoing rehabilitation and also as a long term option for those people who would be at too great a risk in the wider community.

Neuro-behavioral Rehabilitation

Old Vicarage team members work with 22 people with a variety of challenging behaviours associated with either brain injury or a neurological condition. There are a variety of communal areas and single en-suite rooms. Staff work with the service users to minimise the effect of the behaviour using behavioural and cognitive intervention techniques, which either allows rehabilitation to continue or enhances the quality of life for the individual, allowing them greater freedom to access the wider community.

High Dependency Care

Newton House and Pembroke Lodge offer:

- **Number of beds: 22**
- **Age range: 17+**
- **Diagnosis: Neurological condition requiring complex clinical care**
- **Staff to patient ratio: 1:2**
- **Length of stay: Reviewed annually (or as often as necessary)**
- **Registration: Care Home with Nursing (CSCI)**
- **Charge per week: Individually assessed, ranges from £1,595-£1,695**

Service Specification

- Medical review by a named Consultant in Rehabilitation Medicine and on-going collaboration with a named General Practitioner
- Specialist staff on Newton house and Pembroke Lodge are highly skilled in complex clinical care including catastrophic brain injury which can mean caring for service users in a coma, persistent vegetative state or minimally conscious state. Service users requiring HDU skills may also have locked in syndrome or a progressive neurological condition.
- Specialist care of respiratory needs including care of Tracheostomy, Oxygen therapy and provision of warm or cold humidification
- Enteral nutrition and input from the community dietician, long term care of both PEG and PEJ
- Posture and spasticity management, including seating, splinting, positioning and botulinum toxin
- 24 hour specialist nursing care, including tissue viability, pain control, urinary incontinence and bowel care
- Occupational Therapy sessions - SMART assessments, multi-sensory stimulation and activities depending on individual assessment of pre injury interests
- Physiotherapy sessions including Hydrotherapy (subject to individual risk assessment)
- Psychology sessions to include WHIM, with eligible people being involved in our Coma Stimulation Study
- Specialist Speech and Language therapy to assess, treat and monitor swallowing and oromotor skills and also to identify and assist with communication strategies
- Social workers/family support

Placements here can be long term or if another placement either closer to family or actually at home is identified, staff can work with external agencies and families to identify equipment, provide training, and a care package necessary to provide a successful move.

Residential Rehabilitation

Newlands and Grovely House offer:

- **Number of beds: 15**
- **Age range: 18-64**
- **Diagnosis: Neurological condition with potential for rehabilitation**
- **Staff to patient ratio: 1:2**
- **Length of stay: 6-12 months on average (subject to reviews)**
- **Registration: Care Home (CSCI)**
- **Charge per week: From £1,695**

Service Specification

- Staff on Grovely and Newlands have skills in assessment techniques and specialist knowledge of brain injury and other neurological conditions. The underlying philosophy of residential rehabilitation is to provide a community focused but therapeutic environment for rehabilitation to continue
- Service user goals assessed and discussed as a team regularly and new goals set
- Cognitive Rehabilitation Therapy - service users have personal timetables and a diary for logging reflective comments and keeping track of activities and group activities that they attend
- Occupational Therapy sessions - community and daily living assessments (FIM and FAM assessments are used)
- Vocational assessment
- Physiotherapy sessions including Hydrotherapy
- Equipment assessments (OT & Physiotherapy)
- Psychology sessions (with psychometric assessment)
- Specialist behavioural intervention/support
- Assessment of speech and language by specialist Speech and Language Therapists in both structured and conversational settings and individual treatment of communication difficulties
- Integration into a smaller living group working on daily living skills including social skills, meal preparation, laundry and other skills required for independent living
- Self medication pathway followed to give an indication of the level of support needed for future placements
- Social workers/family support

Following a placement here, service users could return home, move to a placement to meet individual continuing needs or continue along the rehabilitation pathway at Glenside to the independent living bungalows for assessment and further rehabilitation or as a longer-term option.

Supported Living Bungalows

Horizon Close offers:

- **Number of beds: 10 supported living/assessment bungalows**
- **Age range: 18-64**
- **Diagnosis: Neurological condition for assessment of independent living skills or longer-term placement**
- **Staff to patient ratio: 1:2**
- **Length of stay: 3 months-indefinite (depending on reviews)**
- **Registration: Care Home (CSCI)**
- **Charge per week : Individually assessed, ranges from £1,400-£1,695 (dependent on type of placement)**

Service Specification

- Service user goals are assessed and discussed as a team regularly and new goals are set
- Horizon Close represents the final stage in the integrated neuro-rehabilitation pathway currently being followed at Glenside. Staff work with service users to develop strategies to compensate for the consequences of their brain damage and allow them to live as independently as possible
- Care is complemented by use of the Horizon Centre for evening and weekend activities
- Cognitive Rehabilitation Therapy - any service users identified as continuing with rehabilitation will have personal timetables and a diary for logging reflective comments and keeping track of activities and group activities that they attend
- Occupational Therapy sessions - community and daily living assessments (FIM and FAM assessments are used)
- Vocational work
- Equipment assessments (OT and Physiotherapy)
- Psychology sessions and specialist behavioural intervention/support as required
- Assessment of speech and language by specialist Speech and Language Therapists
- Assessment of independent living skills including risk management, psychological support, budgeting, self medication and other skills as individually indicated
- Social activities accompanied and supported by Recreational Assistants
- Social workers/family support

Placements at a Horizon Close Bungalow can either be for continued rehabilitation (with subsequent advice and support to attain a community placement), or as a long-term placement for those individual service users who are at too great a risk in the community but who wish to live as independently as possible.

Slow Stream Neuro-Behavioural Rehabilitation

Old Vicarage offers:

- **Number of beds: 22**
- **Age range: 18+**
- **Diagnosis: Neurological condition with mild/moderate challenging behaviour (not able to take patients who have been detained under section 3 of the Mental health Act)**
- **Staff to patient ratio: 1:2**
- **Length of stay: 3 months-indefinite (depending on reviews)**
- **Registration: Care Home with Nursing (CSCI)**
- **Charge per week: From £1,750**

Service Specification

- Service user goals are assessed and discussed regularly and new goals are set
- Specialist staff at Old Vicarage (including both registered general and mental health trained nurses), work with service users with mild to moderate challenging behaviour. The skilled staff use behavioural and cognitive intervention techniques to reduce disability and social handicap, resulting from injury, in order to maximise the potential for independent or semi-independent living within the community
- Staff have the clinical skills necessary to care for service users with physical disabilities and complex nursing needs
- Cognitive Rehabilitation Therapy - any service users identified as continuing with rehabilitation will have personal timetables and a diary for logging reflective comments and keeping track of activities and group activities that they attend
- Psychology assessments and support with specialist behavioural intervention and collaboration with psychiatrist to ensure good medication control
- Occupational Therapy sessions - community and daily living assessments (FIM and FAM assessments are used)
- Equipment assessments (OT and Physiotherapy)
- Physiotherapy support (including support for those with mobility problems), exercise and hydrotherapy if clinically indicated
- Assessment of speech and language by specialist Speech and Language Therapists
- Specially adapted environment allowing maximum independence
- Service users are encouraged to join social groups and activities to stimulate and enhance their quality of life
- Social workers/family support

Following a placement here, service users could move to a less intensive environment to continue rehabilitation or return home with a suitable care package. Placements can also be long-term if it is identified that this is more suitable.