



Community Support Work and Cultural Experiences

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- Improving Practice

Headway East London

Who we are:

- A charity supporting people affected by brain injury
- Provides specialist support services for over 200 survivors, family, friends and carers each week
- Cover 13 London Boroughs

What we do:

Services:

- Day Service, incl Occupational Projects
- Neurological Therapy Service
- **Community Support Work Service**
- Case Work Service, incl Family Support and Early Intervention



Community Support Work Service



Overview

- 1 -1 support in brain injuries survivors home and local community
- Offered in conjunction with other Headway Services
- Personalized support plan
- Collaborative working
- Joint sessions
- Experienced, trained support workers

Cultural and Religious Considerations



Support worker and member matching:

- Gender
- Language
- Respect of an individuals faith and cultural practices
- Previous experience/training



'John'

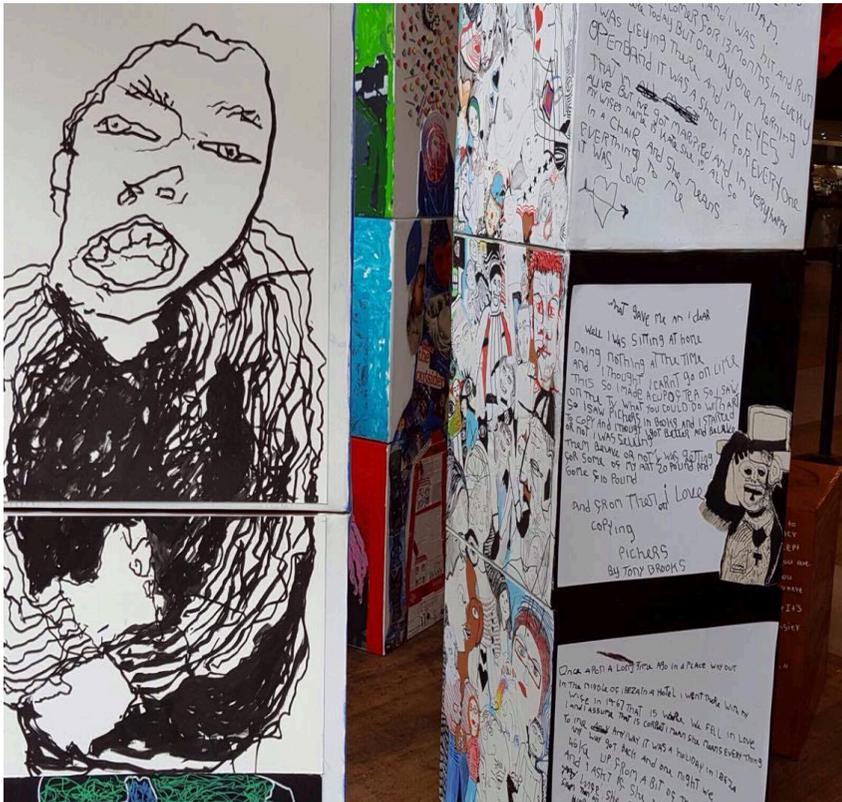
Member Background:

- Male, late 20s
- TBI sustained in 2016
- Hasdic Jew
- Lived at home with his mother, father and siblings
- Employed prior to injury
- Marriage had been arranged
- Adhered to Jewish customs when at home out with family
- When out with friends, smoked, drank alcohol, used recreational drugs and socialized with women



Faith and Cultural Issues:

- Shared support work with Jewish care agency
- Male support worker only – despite member wishing to have a female support worker
- Member disclosing practices which wouldn't be the norm within his faith



Faith and Cultural Issues:

- Mixed reaction to support workers from the Jewish community
- Challenges for support workers being aware of faith and cultural considerations
- Difficulties in supporting a member with a brain injury to follow cultural practices

Improving practice



What helps?

- Consider each case on an individual basis
- Training/specialist advice prior to support work commencing
- Review of support work
- Regular feedback from member, family, friends and other professionals
- Ongoing training/support



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