Rehabilitation and Recovery Services

A REAL AND LASTING DIFFERENCE FOR EVERYONE WE SUPPORT
For patients with severe and enduring mental health problems or physical disabilities, we recognise that rehabilitation and recovery is the ultimate goal. Our services support people on their journey towards increased independence and the highest quality of life.

Priory’s commitment to rehabilitation and recovery

Priory provides recovery-focused mental health services, along with specialist medical rehabilitation services treating Traumatic Brain Injury (TBI), Acquired Brain Injury (ABI) and neuro-degenerative conditions.

Our care pathways are categorised under:

- Severe and enduring mental ill-health
- Neurodevelopmental including Autism and learning difficulties (LD)
- Dementia
- Neuro-disability

Our services at a glance:

- Priory’s stepped care pathway provides seamless access into higher or lower intensity treatment
- Our recovery model is underpinned by a proactive focus on the whole of a patient’s care programme
- Our mental health services use a variety of tools including the Recovery Star and My Shared Pathway
- The patients we rehabilitate often have a range of healthcare needs and comorbid presentations
- Patient care programmes incorporate a diverse range of therapies, including Psycho-education and Cognitive Behavioural Therapy
- Priory is a trusted partner of the NHS in delivering clinically effective, evidence-based treatment programmes
- We work closely with commissioners to create a flexible and bespoke package and cost framework
Who do we support?

Priory specialises in behaviour support for people needing stable and safe services within a broader, but focused pathway of care towards rehabilitation. The patients we rehabilitate often have a range of healthcare needs and comorbid presentations, and may be adults who are:

- Stepping up from community placements
- Moving across from acute mental health wards
- Moving across from acute general, ITU or specialised neuro wards
- Stepping down from a secure provision
- Moving from other mental health services with no improvement in outcomes

What is Priory’s approach?

In order to achieve full engagement of patients in their care plan, our mental health services use a variety of tools including the Recovery Star and My Shared Pathway. We incorporate positive behaviour support alongside therapeutic interventions – enabling patients to be active determinants of their care. Our recovery model ensures that our holistic care and support is focused on enabling patients to have as independent, healthy and enjoyable a life as possible.

During assessments, our patients improved or maintained functionality in the following domains:

- Pain: 96%
- Mobility: 89%
- Aggression: 91%
- Daily Living: 95%
- Activities: 95%

Outcomes taken from patient reviews between April 2015 and March 2016

Proactive discharge planning

Our recovery model is underpinned by a proactive focus on the whole of a patient’s care programme. Discharge planning is central to Priory’s model, with plans for step-down included in initial consultation with commissioners and stakeholders during the admission process. We provide a comprehensive footprint of services including supported living accommodation, offering patients and commissioners complete continuity of person-centred care.

Most Intensive Care
- Admission and assessment
- Engagement and treatment
- Active rehabilitation and quality of life
- Discharge planning and identifying next steps

Least Intensive Care
- Move on to community placements and less intensive support

Integrated Care Pathways
Compassionate, Individualised and Positive Care
Severe and enduring mental health

Priory’s stepped care pathway provides seamless access into higher or lower intensity treatment to reflect the patient’s changing needs as they progress towards recovery. Patient care programmes may incorporate a diverse range of therapies, including psycho-educational, cognitive behavioural and creative, in order to best catalyse an individual’s road to a better quality of life.

Patient programmes, focused on quality of life goals, exist to stabilise and mitigate psychotic presentations, whilst supporting them in the most compassionate manner to facilitate improved mental and physical wellbeing.

Our nationwide network of specialist mental health rehabilitation services include acute facilities and step-down units to facilitate as quick and smooth a transition into local provision wherever possible. Priory also has its own network of enhanced community homes, nursing homes and supported living schemes that offer a consistent pathway of care for patients and commissioners.

Priory can adjust interventions, communication strategies and service environments to best support individuals also presenting with intellectual disabilities, to ensure that those with such a disability are treated with the same compassionate, person-centred care that they should expect.

As Consultant Psychiatrist Dr David Scull notes:

“Our personalised approach to meeting the individual’s communication and occupational needs plays a large part in reducing levels of aggression and challenging behaviours... One of Priory’s great strengths is our ability to quickly adapt services to changing needs and goals.”

In a Priory Satisfaction Survey, 91.6% of patients across our rehabilitation and recovery services said staff communicate in a way they understand.
Tony’s story

Tony was diagnosed with schizophrenia in his late twenties. He suffered a number of relapses resulting in admissions to hospital, and for many years he was unwilling to engage with health professionals. In his early fifties, he was diagnosed with frontotemporal dementia. At this point, he had spent most of his life in institutional care.

When Tony was admitted to The Priory Hospital Hemel Hempstead, he was distressed by his beliefs and did not feel he needed any medication. Working to a creative approach alongside the multidisciplinary team, staff were able to collaborate with Tony to develop a bespoke care and recovery plan for both his psychosis and cognitive impairment. Tony was encouraged to express his creative side and, with timely support from Priory staff, took guitar lessons at MIND. He would also have ‘jamming’ sessions on the ward with the other patients and staff members.

As his treatment progressed, our therapists and consultants focused on relapse prevention helping Tony understand the connection between his medication and staying well, in addition to understanding why he had relapsed in the past. There was a huge reduction in distressing psychotic symptoms; his self-care improved and he began to self-medicate.

As a result of his progress at The Priory Hospital Hemel Hempstead, Tony stepped down into supported living on a Community Treatment Order. He has been stable for the last six months in his placement and continues to make positive progress.

Between 1st March 2014 to 28th February 2015, from the 29 discharges at The Priory Hospital Hemel Hempstead, the average length of stay for these patients was 15.2 months

Priory can also manage comorbid personality disorders through a recovery-focused programme with Dialectical Behaviour Therapy (DBT) at its therapeutic centre. The skills taught within the DBT programme promote greater self-awareness and help to build resilience, while managing overwhelming situations more effectively.
Our experienced teams work with individuals that would benefit from programmes which:

- Holistically seek to support and correct co-existing mental ill health
- Incorporate positive behaviour support to reduce incidences of aggression and agitation

Priory’s activity programmes and care plans are built around individuals’ abilities and tolerance to stress, and focus on improving daily activities, living skills, community integration and mental and physical wellbeing. We understand that some people may face difficulties in understanding information, learning new skills or coping with everyday life. We therefore adopt positive behaviour methods which aim to ‘support and correct’. This may include improving communication, undertaking pharmacology reviews, minimising use of medications and stabilising each individual’s placement.

Our experts in positive behaviour support are nationally recognised, and our current team includes the PROACT-SCIPr-UK® Instructor of the Year 2014. Priory is also a member of the DH Positive & Safe Champions’ Network - working to reduce restrictive practices.
Investing in services

For individuals with autism, Priory understands that our service must get the clinical environment right. In addition, people with a primary diagnosis of learning disability or autism require therapeutic interventions to be communicated in a manner that is sensitive to their individual needs, whilst maintaining awareness of any comorbid conditions.

M's story

M was admitted to Priory in a crisis situation due to a breakdown of his preceding placement. He had been admitted to a generic mental health ward at a local hospital which was unsuitable due to his primary diagnosis of autism. M found this environment stressful and began to display heightened levels of anxiety which were unmanageable at the hospital. It was agreed that M would be admitted to Priory the following day under section 3 of the Mental Health Act (1983).

On arrival M was deeply stressed and agitated. Initially he was receiving 2:1 support due to the high levels of challenging behaviour he displayed. M found it difficult to develop relationships with others and was reluctant to engage in therapy. The MDT worked with M to create a package of care to help him engage with others, reduce his anxiety and reduce his dependence on medication. M appeared to benefit immediately from the structure and routine within the hospital and his anxiety levels reduced. Within his first week his support was reduced to 1:1.

M began to develop meaningful therapeutic relationships with the MDT and engage in his therapy. Therapeutic sessions including art, music and occupational therapy. As he progressed along his rehabilitation pathway his medication was reviewed and reduced, having a positive effect on his behaviour. The team have helped M to develop coping strategies that help reduce his anxieties.

M has recently been discharged from section and is ready to be discharged from Priory. With support from Priory, his local team are sourcing a placement to enable M to step down to an enhanced community home setting.
Dementia

We understand that high quality services for adults must meet the needs of an ageing population with increasingly comorbid presentations. Whilst most will not benefit from inpatient services, we are there for those that do. Supplementing our 28-day MDT assessment offering, our services can offer support for a short period during a diagnostic phase or during a rapidly progressing illness. This ensures that an ongoing care plan is in place to fully address crisis and prevent deterioration in health and wellbeing.

We offer a full pathway for adults with:

- Dementia, including Korsakoff’s, Parkinson’s, Huntington’s and Alzheimer’s
- Additional health needs, including patients with enduring mental health issues that may have behaviours that challenge, and comorbid physical health and frailty
- Young-onset dementia

Innovative services

Priory’s specialist dementia teams champion a progressive model of care, with staff training at the heart of everything we do.

Examples of training for staff include:

- Understanding the impact of dementia on the person and family
- Enabling communication and positive experiences for people living with dementia
- Understanding stress and distress reactions in dementia
- Promoting dignity and respect for people who are living with dementia
- Living life – meaningful activity for people living with dementia
Case study

How Priory dementia services go beyond ‘care’ – a letter from the wife of a patient.

Dear Priory,

I want to say how very grateful I am for the care my husband received. In the six months that James has been with Priory, at each of my many visits, that sense of Priory being RIGHT has grown.

At all times James’s physical condition, medication, feeding, hydration and cleanliness have been carefully looked after, as are the needs of the other patients. I’ve been there at meal times, activity times and sleepy times and never have I seen staff disengaged with the patients.

Any potentially difficult situation is contained with calm warm reassurance and understanding. I’ve always been included in decisions about James’s care and know that it goes beyond his physical wellbeing to a real and deep consideration of him as a person.

I don’t think “loving” is too strong a word. Nothing can alter the tragedy that befell James, but I know that he’s treated as an individual and given the best loving care that he could possibly have.

I’m so very grateful for that, and for the unfailing support and encouragement that I’ve been given too.
Alongside our range of mental health services, Priory offers additional specialist services for those with a neuro-disability.

Through our services at The Priory Highbank Centre, Bury and The Priory Mount Eveswell, Newport, Priory provides leading person-centred neuro-rehabilitation and continuing care programmes that are bespoke to the severity and complexity of the person’s neuro-disability – such as Traumatic Brain Injury (TBI), Acquired Brain Injury (ABI) or neuro-degenerative conditions such as Motor Neurone Disease, or Multiple Sclerosis.

In our recent satisfaction surveys, at least 90% of patients at The Priory Highbank Centre were satisfied with the skills and ability of their multidisciplinary teams.
Priory Group has developed an Integrated Care Pathway for its Neuro-rehabilitation services:

Our neuro-rehabilitation services use a range of recognised outcome measures based on the UK Rehabilitation Outcomes Collaborative (UKROC) initiative.

Spotlight on: The Priory Highbank Centre

The Priory Highbank Centre specialises in the following areas of neuro-rehabilitation:

- Mechanical ventilation management and complex chest and respiratory management
- Tracheostomy management including cuffed tracheostomies
- Assessment and rehabilitation of prolonged disorders of consciousness (low awareness or minimally conscious state) patients including SMART® assessment
- Postural and spasticity management with onsite use of botulinum toxin therapy
- Dysphagia management/PEG and PEJ fed patients
- Nutritional assessment and review
- The use of assistive communication and augmentative technology
- Sensory Regulation and Stimulation Management Programmes
- Cognitive rehabilitation and functional retraining
- Management of violence and aggression
- The service has a fully equipped gym, featuring tilt tables, treadmills, exercise bikes and balance trainers
D is 32 years old and a mother of three children. Following surgery, D complained of breathing difficulties and consequently sustained a heart attack, causing a lack of oxygen to her brain and resulting in a severe brain injury.

D was admitted to The Priory Highbank Centre unable to move her limbs or parts of her face and having little awareness of activities going on around her. She also had a tracheostomy tube and could not communicate verbally. She became very agitated, had to remain in bed and was fed via a tube to her stomach. Priory’s skilled SMART® assessors worked with D over the first few weeks of her placement, designing a bespoke rehabilitation programme to optimise her potential. Rehabilitation goals were set to help D reduce her anxiety and agitated behaviour, enabling her to start learning to care for herself with help, and be able to communicate and move herself around in her wheelchair.

With help from Highbank’s MDT, D made rapid progress, meaning the difficulty of her therapy goals had to increase on a regular basis. Her posture improved and she was able to spend long periods of time sitting in her chair. Her tracheostomy tube was removed and she began to be able to swallow small amounts. D was also able to use face wipes unaided by staff and was taught to communicate by pointing to “yes” and “no” cards in response to questions.

As D’s rehabilitation continued her independence improved to a point where she could eat and drink safely, self-propel her wheelchair and read and chat with others. She only needed a little help to look after herself and began to enjoy leisure activities. D was discharged to a supported living environment.

In our recent satisfaction surveys, 100% of services users at Mount Eveswell and Highbank were satisfied with the quality of care received.

Step-down facilities

Along with The Priory Mount Eveswell, The Priory Highbank’s Elton Unit provides slow stream neuro-rehabilitation that enables patients to safely step-down from the higher acuity units in the hospital.
Additional mental health rehabilitation and recovery services

Priory is a trusted partner of the NHS in delivering clinically effective, evidence-based treatment programmes for adult patients who require secure and step down care in a setting providing physical and psychological security.

Our additional services include mental healthcare, learning disability care and substance misuse treatment across open and locked environments as appropriate.
Priory’s compassionate approach to recovery and rehabilitation remains consistent for all of our patients. We support individuals towards their most independent lifestyle possible in the shortest amount of time; rehabilitating them to their own maximum potential whilst understanding that no two patients’ pathways of care or desired outcomes are the same.

Funding

We work closely with commissioners to create a flexible and bespoke package and cost framework, ensuring the purchasing process is easy, efficient and transparent. For commissioners who purchase regularly with Priory we are able to provide innovative pricing plans delivering significant cost savings. We can also provide all-inclusive packages of care for people requiring ongoing 1:1 or special duty nursing.

Referrals

Referrals to our services can be made by any health service professional and funding is usually provided by the NHS and/or social services. We can also accept people who wish to self-fund. Our hospitals will assess referrals within 48 hours and respond with a written summary assessment report within 7 days.
Our locations

Priory offers specialist rehabilitation and recovery services at locations across England and Wales, meaning we are well placed to provide services close to family networks.

To ensure the listings of our rehabilitation and recovery services are up to date, we produce a separate brochure dedicated to our locations, specialisms and admission criteria. This is available in printed format or can be downloaded at: [www.priorygroup.com](http://www.priorygroup.com)
Get in touch

For more information on our services or to discuss treatment options:

Call us today: 0800 090 1356
Email: info@priorygroup.com
Visit: www.priorygroup.com