



SWEETTREE
HOME CARE SERVICES

SweetTree Community Brain Injury Service

Specialists in Community Support & Rehabilitation





'If we are together
nothing is impossible.
If we are divided all will fail'

Winston Churchill



Welcome to SweetTree Home Care Services

After another successful year in which the Brain Injury Service continued to develop and expand; SweetTree is now established as the largest provider of community based services for clients with brain injuries and long term neurological conditions not only in London but the whole of the UK.

The Brain Injury Service now provides support to **130 clients in excess of 3,500 hours of specialist support per week.** We are commissioned by **more than 50% of the London based local authorities,** the NHS as well as a range of insurance companies and private case managers. Our geographical area is within the M25, however we are able to offer support in the South East of England (upon assessment of needs).

Alongside the continual growth of the Brain Injury Service we are developing the service provision to clients with more complex care needs.

The dedicated Brain Injury Service credits its success to the professional and highly skilled support workers who are the foundation of SweetTree service provision.

We foster a "can do" attitude that supports us in the provision of a personalised service, individualised to the needs of our diverse client group. Our approach to enabling clients to engage fully within the community is supported by regular Client & Support Worker Days, from picnics to Karaoke.

Looking back over these past 11 years it is wonderful to see what SweetTree has become and a real privilege to work with and for such remarkable people. Turning to SweetTree's future... well I guess I will leave that to our Mission Statement.

To assist our clients, team members and the wider community achieve the highest quality of life possible through the provision of exceptional care and support; enhancing the wellbeing, growth and development of the individual and SweetTree as a service provider. In other words... to support people to reach their full potential.

Yours truly,

Justin Burmeister
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Supporting people with brain injuries to reach their full potential

At SweetTree we understand that life after a brain injury or the diagnosis of a long-term neurological condition can feel challenging and confusing. SweetTree works with clients together with their families and friends to support and enable them to reach their full potential.

Prior to joining SweetTree all support workers must have at least 6 months experience working with people with a brain injury or long-term neurological condition. They will then partake in a comprehensive 4 day induction programme solely dedicated to the Brain Injury Service before being introduced to the clients. Support workers are encouraged to access an extensive training programme to continue to improve their skills and knowledge.

We believe that our service is only as good as the quality of the team employed to support our clients, therefore all support workers receive regular support calls from the office team at the beginning of a new package of care, 3 monthly facilitations as well as annual appraisals.

Ensuring that our service is flexible, personalised and dynamic is very important to us. Each referrer and client/family has a dedicated office team member available to them as well as a 24 hour emergency on-call service. Each client has regular reviews, at least every 3 months which incorporate experience and satisfaction of the service. This enables us to ensure we are meeting the goals and aspirations of our clients and their support team.

The SweetTree Brain Injury Service has extensive expertise in working with local authorities, NHS, case managers and insurance companies, creating personalised packages to meet the unique needs of the individuals we support.



To ensure our services are cutting edge and always of the highest quality, we employ Sonja Soeterik, an independent Consultant Clinical Neuropsychologist who also supports our team through clinical supervision and reviews.

Meeting your needs

- SweetTree supports individuals to live their lives how they want to, make choices about what's important to them and enable them to prioritise their use of time, energy and skills
- We empower people to be as independent as possible, by ensuring they have the appropriate equipment, environment, strategies and support
- By providing input into clients' own homes and unobtrusive support within their local area, we ensure individuals are able to stay involved in things that they enjoy in the community
- SweetTree is able to provide support to individuals living in residential or nursing homes or those who are in hospital. This support can be centre based or offer assistance for access to the community or other activities



Integrated working practices requires the need for good communication. SweetTree is pleased to offer meeting rooms that can be booked for free.

Services for case managers and insurance companies

SweetTree offers case managers a dedicated contact to keep you up to date with your clients' progress, you can rest assured that you always have the information you want.

We tailor our recruitment process to the individual client's needs, ensuring the best matched relationship.

'97% of our clients consider that their Support Workers suit their personality'

We review our support plans and have regular consultations with our independent clinical neuropsychologist who has extensive expertise in supporting people with life after a brain injury.

When requested, SweetTree have the facility to bring together a full team of Physiotherapist / Speech and Language Therapists/ Occupational Therapists and support workers to assist case managers to maximise their clients' rehabilitation. We establish a consistent core support team to ensure continuity of services to maximise the client's rehabilitation.

We understand the medico-legal documentation requirements and the need to clearly highlight goals, challenges and risks within a rehabilitation programme.

SweetTree provides Apple iPads to collect daily support records and client information, and can return this instantly via our secure website.



Electronic daily support records

SweetTree can provide case managers with real-time information. Each form is bespoke to the client and designed to ensure we collect the information needed by you. This information is then securely communicated to case managers and other professionals via email to monitor progress and highlight any issues and concerns. SweetTree provides this service for a small fee.



The SweetTree Starbucks reward scheme was introduced to instantly recognise and thank the hard work and dedication of our team. Each team member is given a coffee card during their induction, the Starbucks card is then 'topped up' with £5 every time a client or office team member wants to say 'thank you'. Since we have started the scheme we have topped up over 1500 Starbucks coffee cards!

Our Service Philosophy; 'Lets find a way'



For family and friends wanting to learn more about brain injuries, SweetTree are able to offer FREE training. For more information please contact...

justin.burmeister@sweettree.co.uk



Compared to other Best Companies winners, SweetTree achieved 1st place nationally for our training programmes.



Reflecting our commitment to improving the quality of life of our clients, team members and the wider community, the SweetTree Team affirms its obligation to:

- Provide the Highest Quality Care and Support Possible
- Treat People with Respect
- Encourage Independence and Self Fulfilment
- Embrace Individuality
- Enhance Self Esteem
- Preserve Dignity
- Support Self Expression
- Recognise the Right to Take Risks
- Promote Freedom of Choice
- Continually Evolve and Improve What We Do



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Please contact us for more information
or a **FREE** assessment:

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[Twitter.com/SweetTreeHCS](https://twitter.com/SweetTreeHCS)



**INVESTORS
IN PEOPLE** | Gold