

# The Brain Charity – Statement of Service

## General terms

What we do:

- The Brain Charity provides free practical help, emotional support, and social activities for anyone with a neurological condition.
- We support people in the UK, as well as their family, friends, and carers.

We do not:

- Provide medical advice,
- Help people from outside the UK,
- Support people with mental health conditions unless they also have a neurological condition.

A neurological condition is any condition that affects the brain, spinal cord or nervous system.

Waiting times for our services are published on our website, listed in automatic email replies and recorded on the telephone call landing message. These are updated on a monthly basis.

## Practical help

	Where covered	How to access	How support is given
Information & Advice Service (Norton St)	Across the UK	Email <a href="mailto:info@thebraincharity.org.uk">info@thebraincharity.org.uk</a> Phone 0151 298 2999  Visit us at our centre on Norton St, Liverpool, L3 8LR.  Referral via our website.	Via email.  Telephone/video appointments.  Face to face at our Norton St centre.  No home visits

	Where covered	How to access	How support is given
Information & Advice Service (Hospitals)	Merseyside hospital outreach locations: -The Walton Centre -Aintree Hospital -Alder Hey Children's Hospital	Email: <a href="mailto:info@thebraincharity.org.uk">info@thebraincharity.org.uk</a> Or hospital specific email address  Phone: 0151 298 2999  Drop-in at hospital hubs: Walton	At the patient's bedside/ward/hub space in the listed hospital settings  Via email.  Telephone/video appointments.

		Ask staff at a listed hospital to send a professional referral via our website.	
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Core casework offered:

**Yes**

- Condition info
- Activities details
- Counselling referrals
- Recommendations of assessment pathways/providers
- Links to support groups
- Employment - ATW
- Employment - Reasonable Adjustments
- Giving advice about what to expect in hospital/discharge
- Children's funding enquiries

**Yes**

**If..**

Housing - adaptations	Can't manage form alone
Benefit applications	
Travel pass applications	
Grant applications	Can't manage form alone / need professional referral
Benefit MR's	Another org hasn't helped with the initial assessment
Benefit - lower tribunal	If it is not imminent or another org hasn't helped with the earlier steps
Social care support	Refer to care needs assessment / if can't manage online forms
Support around bills	Not debt

<b>Refer on:</b>	<b>Options:</b>
Legal enquiries - Personal Injury and Medical Negligence	Existing legal partner via set referral process
Legal enquiries - Other	Check if any legal partner covers the issue
Employment law/tribunal/grievance/disciplinary	Referral template email - send to ACAS or Union
Emergency crises	Send help in hardship info
Housing - evictions/homeless	Whitechapel/Shelter
Housing - bidding for social housing	Refer to social care or local council housing options
Housing disrepair	Refer to Irvings Law
Housing - supported living application	Share local authority info
Housing - finding new property	No local help at all - refer to Whitechapel
Benefit - supporting during assessments	Get emotional support from carers/friends/family
Benefit - upper tribunal	Refer to Law Centres
Non-UK	NA
Medical advice	Refer to GP
Benefit - UC applications/migration	Refer to Help to Claim

Debt	Refer on to CAB/Step Change/CAP/Raise (if local)
Only mental health diagnosis	Refer to Mind, etc.
Chasing health referrals	Only give information

This service does not:

- Hold statutory responsibility for arranging care and support services.
- Conduct home visits.

	Where covered	How to access	How support is given
Carers Advocacy Service	Anyone with an informal caring role for an adult or child in the Liverpool City Council area who has a disability or health condition.	<p>Email <a href="mailto:info@thebraincharity.org.uk">info@thebraincharity.org.uk</a></p> <p>Phone 0151 298 2999 (Option 1 to get help)</p> <p>Visit us at our centre on Norton St, Liverpool, L3 8LR</p> <p>Referral through the Carers Centre or other local partners.</p>	<p>Via email.</p> <p>Telephone/video appointments.</p> <p>Face to face at our Norton St centre.</p> <p>Through home visits.</p>

What this service does:

- Provide information, clarification, signposting and explanation of health and social care options for the person cared for.
- Support carers to balance social responsibilities and family commitments.
- Develop a plan for emergency situations.
- Organising and advocating during Carer's Assessments and Needs Assessments.
- Support parent carers to understand support options for their child in school.
- Find suitable equipment and adaptations.
- Support carers to balance employment, education and training with caring.
- Benefits advice and help to manage finances.
- Prepare for meetings and hearings and, if required, speak on your behalf at these meetings relating to health and social care.

What is referred on:

- Work with Young Carers (those under 25) is referred to the Young Carers Service at Barnardo's.
- Debt advice
- Landlord disputes.
- Legal queries – as above.

This service does not:

- Deliver care services.
- Hold statutory responsibility for arranging care and support services.

## Emotional support

	Where covered	How to access	How support is given
Counselling Service	Telephone/online counselling across the UK. Face to face sessions for those who can attend our Norton St centre.	Email <a href="mailto:info@thebraincharity.org.uk">info@thebraincharity.org.uk</a> Phone 0151 298 2999 (Option 1 to get help)  Visit us at our centre on Norton St, Liverpool, L3 8LR	Face to face in our private counselling rooms at our Norton St centre. Via telephone or video call.

What this service does:

- An initial assessment to determine need and suitable counsellor.
- 6-8 sessions offered.
- Types of counselling offered include Person-centred & Cognitive Behaviour Therapy (CBT)
- Depending on circumstances, counselling is either delivered by our Lead Psychotherapist, a qualified volunteer, or a trainee counsellor of sufficient experience under supervision from a suitable institution.

What is referred on:

- Addressing a primary diagnosis of Post-Traumatic Stress Disorder (PTSD).

This service does not:

- Diagnose mental health conditions.
- Work with people accessing mental health or psychiatric services through the NHS or other provider.
- Work with people by phone or online who are unwilling to provide the address from which they will be accessing their counselling, should an emergency situation occur where help needs to be sent.