

# Boston House

Broadway Street,  
Oldham,  
Manchester, OL8 1XR



[accomplish-group.co.uk](http://accomplish-group.co.uk)  
0333 444 0075

**accomplish.**  
make every day amazing

# About Us

Welcome to Boston House, a specialist rehabilitation residential service providing support for people with complex needs following a brain injury. Our highly trained support team understands that no two people, and no two brain injuries, are the same. Therefore, we offer a personalised rehabilitation support plan to meet the specific needs and goals of the individuals we support. This includes a tailored rehabilitation service consisting of physical therapy, occupational therapy, speech and language therapy, and cognitive rehabilitation. We are focused on the strengths, interests, and dreams of each person we support.



## Our Support

### Our services are able to offer:

- Transitional (short, medium, or long-term) rehabilitation goal-focused placements
- Short-term community skill assessment/cognitive assessment placements
- Specialist emotional/behavioural support placements
- Slow stream rehabilitation
- Specialist outreach support in your home
- Vocational support
- Respite placements
- Six weekly multi-disciplinary team reports

### Therapy Input

Our therapy team works intensively and closely with staff to support people in developing effective cognitive, communication, emotional, and behavioural strategies.

### Therapies available:

- |                                     |                              |
|-------------------------------------|------------------------------|
| • Neuro-Occupational Therapy        | • Neuro-Psychology           |
| • Neuro-Physiotherapy               | • Specialist Behaviour Input |
| • Neuro-Speech and Language Therapy | • Vocational Rehabilitation  |

All therapeutic input is incorporated into people's daily lives in line with their goals and aspirations. Each person's progress is monitored through a recognised outcomes measurement tool, which is regularly reviewed by our own interdisciplinary and wider multidisciplinary team.



# Service Model

We are committed to delivering personalised support, in a brain injury aware environment, which reflects the diverse paths to recovery. The overall goal of our rehabilitation services is to improve function and skills and to promote independence.



This is achieved by delivering individually tailored support packages, in a highly structured brain injury aware environment, which provides a pathway through to independent living. Our approach is multi-disciplinary and focuses on creating a therapeutic environment, in which the people we support are able to develop the strategies they need to manage their cognitive, behavioural, physical and vocational needs.

The people we support have on-site access to physiotherapy, occupational therapy, speech and language therapy, psychology, and social and vocational support. The design and structure of the service, in three separate wings, and the availability of our rehabilitation teams, allow the service to support people with complex needs, including those with dual diagnosis. Our on-site team are further supported by our Quality Support Team, who provide the therapy for the people in the service. The focus of the team is to facilitate the people we support to develop effective cognitive, communication, emotional and behavioural strategies.

We have links with the local GP's surgeries to coproduce more effective and proactive relations with the individuals we support to not only ensure a consistent approach to physical health but also to enhance the sustainability of the service and further reduce reliance on primary care services.

## Outcome Focused

We are committed to ensuring that our services can demonstrate clear, measurable outcomes. To track progress, we use the Goal Attainment Scale (GAS Goals) and host weekly multidisciplinary meetings with therapists. These tools allow us to monitor and share demonstrable progress in graphical form, which supports assessment, review, and outcome measurement. Outcomes and support plans are reviewed monthly with Key Workers and the individuals we support. This review focuses on monitoring their active GAS goals, celebrating achievements, and adjusting support when progress differs from our expectations.

This model of an integrated brain injury pathway, delivering highly personalised, outcome driven rehabilitation and support has proved highly effective in our existing provision in the area. It allows for costly, out of area placements to be brought back closer to home, facilitating family and informal social supports and enables people to transition back more effectively. Our focus on the development of skills through physical, cognitive, social and behavioural support enables the person supported to build on their strengths, interests and aspirations and actively promotes community participation, autonomy and vocational pathways.



## Action for Brain Injury Week

For Action for Brain Injury Week (16th-22nd May 2023), Accomplish interviewed Rebecca Favell, the Manager at Boston House.

When a person has suffered a brain injury, the impact it has on their life is entirely unique. Some individuals experience physical challenges, others have cognitive impairments, and for some, it's a combination of both. No two injuries are the same, and the impact they have on a person is never identical.

"That's something we are acutely aware of here at Boston House. We provide support across the entire care pathway. Some individuals come to us relatively soon after their injury, often directly from the hospital. Others may arrive further along in their post-injury journey. Some are relatively independent and need support with specific aspects of their lives, while others require more intensive care.

"What constitutes progress or positive change varies significantly among individuals. For some, it might mean finding the motivation to engage in activities they enjoy or to try new things they may have lost interest in post-injury.

"For others, it might involve reacquiring skills they lost following their injury, such as self-care, ensuring their safety, or practical tasks like cleaning, cooking, budgeting, or meal planning.

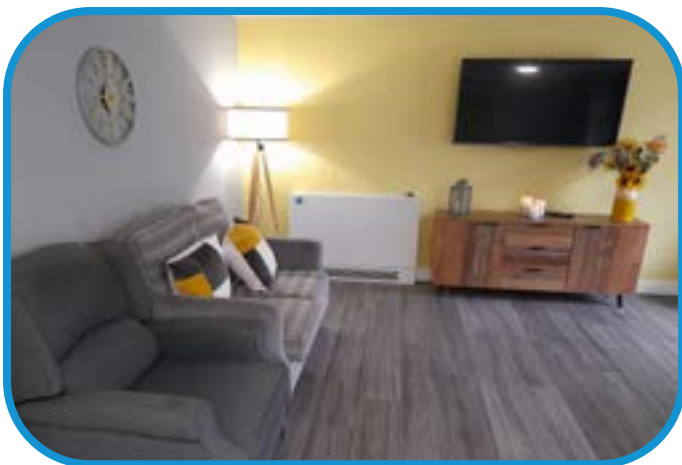
"For yet another group, progress could manifest as physical improvements, such as walking with the assistance of aids, regaining speech or communication abilities, or using a wheelchair. Progress looks different and holds distinct meanings for different people.

"What's crucial is that we recognise and celebrate all forms of progress, regardless of how insignificant it may seem to the outside world or how ordinary it may appear. At Boston House, we celebrate every achievement and every step forward that an individual takes on their unique journey, no matter what that journey looks like."

# Accommodation

At Boston House, we have the following accommodation available:

- 11 Residential Care beds: En-suite rooms with full access to our specialist therapies and skills development support teams.
- 6 Studio Apartments: En-suite rooms with kitchens for continued independent living skills development. Full access to our specialist therapies and skills development support teams.



"Artworks created by the residents were on display, demonstrating the encouragement for full participation in everyday activities. Boston House is an excellent and has a growing focus on rehabilitation and a dedicated staff team, which was evident throughout our visit. We thoroughly enjoyed our experience at Boston House and hope they continue to provide their exceptional and unique service." - **Recent visitor to Boston House**

# Reviews

Review from KK, a person supported at Boston House

## I love Boston House

"I love Boston House, it's really sound! The staff are great, they have a laugh with me and take me out when I want to go. The staff know what I like and help me to feel safe. I'm much better now I'm here from how my life used to be."

Review from AR, a person supported at Boston House

## The staff always help

"I like it here at Boston House, I have a nice pink bedroom and the staff help me to keep it nice. I like going out, I like the cinema and going clothes shopping. The staff always help me to do nice things and will help me to do my physio every day too."

Review from CC, a person supported at Boston House

## I don't want to leave

"I don't want to leave here. I'm happy and the staff know me well – they always encourage me to do things during the day and keep myself busy to stop me from feeling low."

Review from a Ryan, a member of the public

## You could really see the huge impact they were having on the adults

I'd just like to send a quick email to yourself with some feedback. Last night I attended Hollywood Bowl and in the lane next to me were two of your carers (Morgan & Joanne). The level of care and relationship they had with the adults they were supporting was exemplary. They were a credit to yourself and you could really see the huge impact they were having on those adults especially in terms of their engagement and empowerment. It was lovely to see.

### Review from family

#### Overall Experience



#### Improved their independence

"Since moving into Boston House, the improvement in my family member's support needs is transformational. Living in an ensuite bedroom, they've **improved their independence** with medication, mobility and communication. The new manager has improved the facilities (improved gym) and arranged for therapy and onsite physio. 5 stars."

### Review from family

#### Overall Experience



#### I would recommend this home to anyone

"Boston House is very clean and spacious building. The staff are genuinely very caring and will go out of their way to help and ensure our family member is well supported and feels safe. They are very attentive to their support needs - nothing is too much trouble for them. The rooms are furnished well and can be personalised. The staff offer a good range of activities to get involved with. I have seen a big improvement in the rehabilitation therapy offering. Boston House is a very good home with dedicated and caring staff. **I would recommend this home to anyone.**"

### Review from family

#### Overall Experience



#### Achieving amazing things

"Boston House and the support team are lovely! They are **achieving amazing things with my family member!** I would recommend this service all day! They have a great gym for physiotherapy to be given, which has been a great asset for my family member and I think it has been really important for their recovery since their stroke."



# Success Story

Sarah\* moved to Boston House in April 2022, following a brain haemorrhage in February 2022. The haemorrhage was severely debilitating, necessitating a high level of care and support for Sarah. It was determined that Sarah had the potential for rehabilitation and a need for therapy. However, upon her arrival at Boston House, she initially exhibited low motivation towards participating in therapy, often choosing to remain in bed.

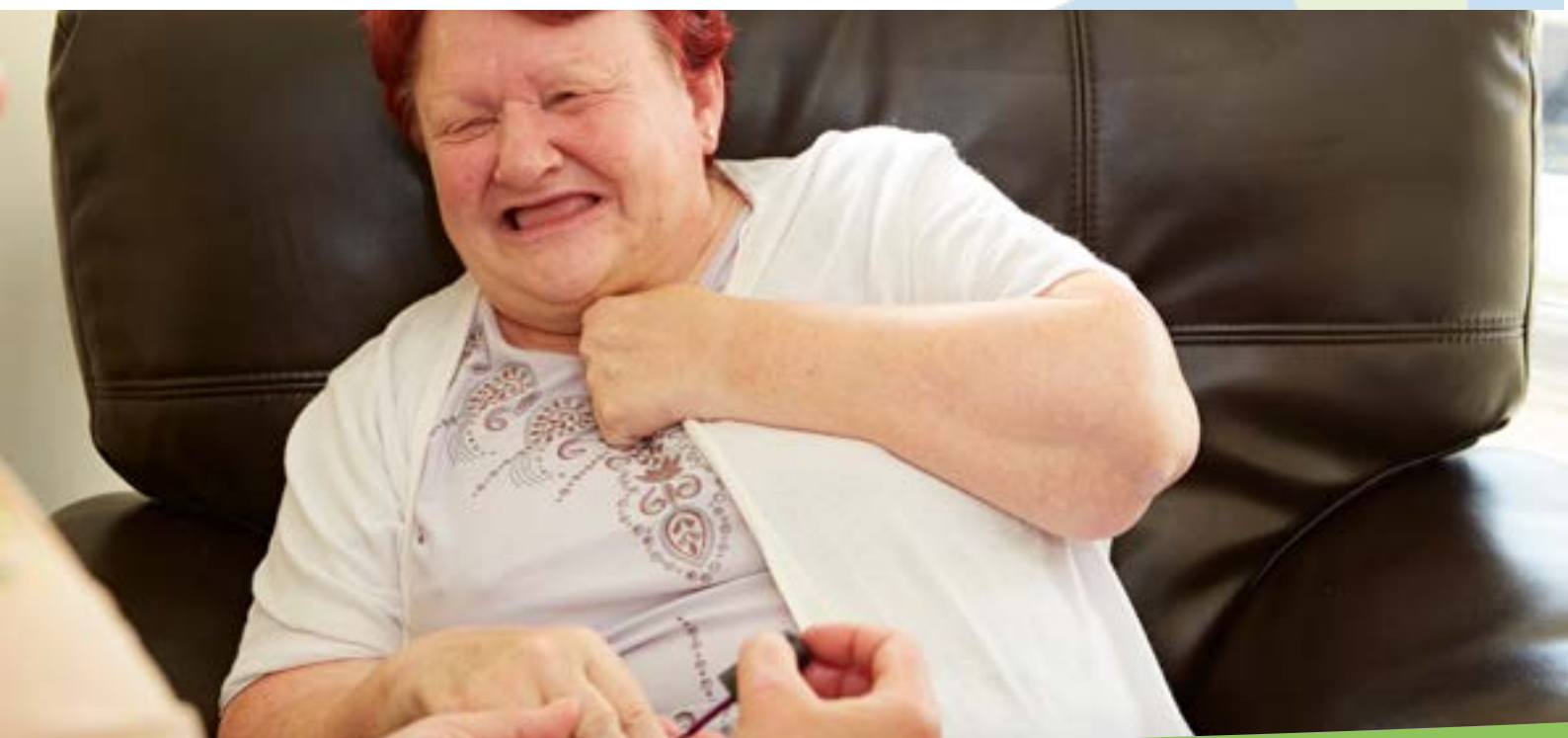
At the beginning of 2023, Sarah's commissioner reviewed her placement and concurred that if Sarah continued to show minimal progress, an alternative, less specialised placement would be sought, as it appeared that Sarah had reached her maximum rehabilitation potential. Nevertheless, in May 2023, Boston House introduced a new therapy team to the service. Since then, Sarah has displayed significant rehabilitation potential.

Sarah has progressed from the Sunflower Unit to the Rose Unit, where individuals receive reduced levels of support. She is now actively engaged in daily activities, such as preparing her own breakfast in the training kitchen and independently washing the upper half of her body during showers. Furthermore, since the outset of her admission, Sarah had been speaking in a whisper; however, she is now starting to raise her voice to communicate with staff, initiating conversations, laughing, joking with staff and the other people in the service, and articulating her thoughts and feelings.

Sarah receives regular support to venture into the community for activities such as purchasing clothing and personal items, going to the cinema, using public transportation, and attending church, among others. Looking ahead, Sarah has set goals to continue building upon the positive progress she has already made, and the Boston House team is exceedingly optimistic about her future.

Sarah's story is a testament to her resilience and the dedicated support of the Boston House team. Her progress serves as an inspiring example of how far determination, therapy, and support can take an individual on their journey towards rehabilitation and improved quality of life.

\*Name changed to protect confidentiality





## Summary & Contact Details

If someone you are supporting could benefit from joining us at Boston House we invite you to contact us today.

Boston House

Broadway Street, Oldham, Manchester, OL8 1XR

what3words: ///hopes.sling.misty

11 Ensuite Rooms & 6 Studio Apartments with Ensuites

Specialist Residential Care

18 - 65+ years old

Mixed Gender

0161 509 2921 (home)

0333 240 7770 (office)

Find out further details or to send us a support referral: [referrals@accomplish-group.co.uk](mailto:referrals@accomplish-group.co.uk)