



Awen Hub

Byw'n Dda Gydag Anawsterau Niwrolegol
Living Well With Neurological Difficulties

SERVICE INFORMATION LEAFLET

You have been referred to Awen Hub.

Awen is a community-based NHS service supporting individuals to live well with neurological difficulties. These may be new difficulties, following a mild brain injury or as a result of a health condition.

Neurological difficulties can impact on our daily activities, affect how we feel and knock our confidence to return to social, leisure, educational and occupational activities. Awen works alongside you to achieve your goals to live well.

What will happen next?

We will write to you and ask you to confirm if you would like this service. We will ask you to contact us by phone or email.

We will also write to your referrer to confirm receipt of their referral and that we have contacted you directly.

If you opt in, then we will either arrange an initial telephone appointment or if you have requested attending a workshop, you will be offered this first. Please note that as part of our service we will be asking you to complete some questionnaires at different points in time. These help to show your progress and also help us to improve our service.

What happens in the initial appointment?

During this call, we will identify the goals you would like to achieve and develop a plan with you. This may be: individual therapy sessions, workshops or other local services to help you achieve your goals.

What happens in an individual session?

You will meet with a clinical psychologist or an occupational therapist. At your first session, they will discuss the number of sessions you will be offered. They will also agree how often you will meet, this could be weekly, fortnightly or monthly.

- A clinical psychologist supports people with how they are feeling and with thinking and memory skills.
- An occupational therapist supports people to return to and retain activities that are important to them.

One to one therapy sessions will take place at Keir Hardie Health Park or Ysbyty Cwm Rhondda.

What happens in a workshop?

The content of these will be aimed at helping to manage difficulties that impact your daily life. They are taught groups, providing information and strategies to help reduce the impact of these difficulties.

You do not have to share any information about your situation in the workshop and the workshop facilitators will not put you on the spot to answer any questions.

They are run from:

- Therapies Unit, Keir Hardie Health Park
- Psychology Room at Ysbyty Cwm Rhondda.
- In community locations across Merthyr Tydfil and Rhondda Cynon Taf
- Virtually, using a secure platform like Zoom/ Microsoft Teams

What happens if I can't make a session?

Please contact us on 01685 351351 to cancel as soon as possible so we can arrange your session.

If there is a difficulty in attending sessions consistently and there have been three consecutively cancelled sessions, then your clinician will discuss with you if this is the right time or the right goals to be focusing on.

If it is not the right time for you, then we will discharge you from Awen Hub but will happily accept a new referral in future should your circumstances change.

What happens when I achieve my goals?

You will be discharged from Awen Hub back to the care of your GP.

If in future, you identify additional goals you would like to work on then we will happily accept a new referral.

This information leaflet is also available in Welsh

We look forward to meeting you soon

