



Brain Injury and Neurological Conditions Service





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What It Means To Be Outstanding

At SweetTree, the work we do is for caring people, by caring people. This belief in enhancing the quality of life of those around us, from our clients and their families to our team members and the communities we work for, sits at the core of all we stand for.

Being Outstanding is all about providing the highest quality of care and support possible to those we serve every step of the journey. We are very proud of the fact that CQC, the industry's regulator, has awarded us an 'Outstanding' rating twice in a row, which places us within the top 1% of care providers in the UK.

When you choose SweetTree to be your care provider, you can be reassured that the outstanding care you receive is backed up by the highest quality training provided by our in-house care academy, the latest in technology-enabled care delivered by our sister company SweetTree Connect, and a team of highly qualified clinical care managers who are there to make sure you are looked after throughout your care journey.

Inspected and rated

Outstanding 



The SweetTree Way

Our team will work with you to design a bespoke care package centred around your needs and wishes, to allow you or your loved one to remain at home living life to the full. We understand that circumstances change, so we have built flexibility into our services to ensure we can always be here for you. You can also be reassured that, should the need arise, SweetTree's in-house accredited Care Training Academy can design and implement additional training depending on your requirements. Whatever your needs, a member of the SweetTree team is available 24 hours a day, 365 days a year.



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I was extremely impressed by the level of respect and dignity given to my aunt. Communication with all members of the team was excellent, and I was also given a lot of support by the staff. I strongly recommend SweetTree to anyone looking for excellent care because excellent care is exactly what was provided in every aspect of what SweetTree do.

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Who We Are

In 2002, founder Barry Sweetbaum (MBE) set out on a mission to change the definition of what 'high quality' home care looked like.


For Barry, this was all about mirroring the amazing support that a carer named Margie provided to his mother over 30 years ago, when she was ill with cancer. Beyond providing standard care, Margie made sure to create a new life plan with her, so the time she had left was enjoyable and meaningful and made a difference to her and her family.

With decades of experience in care, Barry created an organisation dedicated to helping clients, their families and team members reach their full potential. Since 2002, SweetTree has supported over 20,000 people to remain at home with independence, dignity and control over their lives.


Our mission statement


We aim to support our clients, team members, and the broader community in reaching their highest possible quality of life. This is achieved through delivering outstanding care and support, fostering wellbeing, and promoting the growth and development of both individuals and SweetTree as a service provider.


SweetTree Charter

 Provide the highest quality care and support possible

 Treat people with respect


 Encourage independence and self-fulfilment


 Enhance 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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My family and I were totally overwhelmed by the extraordinary knowledge, professionalism and caring attitude of everybody connected with this agency. It made recovery so much easier and more comfortable! I would give them a score of 22 out of 10.

**Review by client R.G. on
Homecare.co.uk**



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How We Can Support

We understand that life after a brain injury or the diagnosis of a long-term neurological condition can feel challenging and confusing.

Our highly skilled team works towards improving the quality of life of our clients to support each individual to reach their full potential. Our fundamental focus is high quality care, supporting wellbeing, growth and development. We make this vision a reality by employing the best people and by adopting a team approach to the provision of our services.

-  Implementing independent living trials in the community
-  Relearning executive skills such as budgeting, managing appointments and correspondence
-  Positive behaviour support plans
-  Activities of personal care and daily living
-  Enhance a client's ability to participate in employment and vocational positions
-  Working through medico-legal documentation requirements in order to clearly highlight goals, challenges and risks within a rehabilitation programme



**Top 20 Home Care Provider
in London 2023** based on
reviews from residents, service
users and their family/friends.

Meet the team:

Brain Injury & Neurological Conditions team



Hello, I am Alicia,

As SweetTree's Specialist Services Director, I'd like to take the time to welcome you and introduce you to our world. I've worked alongside SweetTree for many years, so I know first-hand what the SweetTree 'difference' is, and it is both simple and rare: at SweetTree, we genuinely do care. We care about the individuals we are supporting, about the professionals we partner with, and above all, about providing the highest quality support.

SweetTree's dedicated, award-winning team is formed by more than 200 support workers, managers, clinicians, and specialists providing community care for people who have sustained a brain injury or a long-term neurological condition. Our highly qualified office staff provide vital training and guidance to clients requiring significant support. The Brain Injury and Neurological Conditions Service is dedicated to achieving client goals and improving outcomes, ensuring consistent, high-quality care. Utilising the Care and Needs Scale, we meticulously identify client needs and track progress for ongoing research and reporting.

We are looking forward to getting to know you and being a part of your journey.

Alicia François, Specialist Services Director

alicia.francois@sweettree.co.uk 📞 020 7644 9510



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We often come into our clients' lives following a sudden and traumatic detour away from the trajectory of their planned life. Emerging from the proverbial woods in a new place with a new identity, and a new life that they never asked for. We strive to be the shining light in the midst of the darkness, guiding our clients in partnership with compassion and empathy. To be a part of something so profoundly meaningful is what makes us do the work we do. The bedrock of SweetTree has, and will always be, a company that deeply cares.

Francis Boyce, Head of Service, Brain Injury and Neurological Conditions

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In 2023, SweetTree's Brain Injury and Neurological Conditions service received a Home Care Awards recognition in the Specialist Care Expertise category.



Our Support Provision





Specialist Support

Clients in this group may require us to maintain long term medical needs and engage in active neurorehabilitation, enhance quality of life, wellbeing and disability management. Support is focused on meaningful activities of daily living, such as community access, shopping, medication management or personal administration.

-  Support psychological and emotional needs
-  Every day living tasks and activities
-  Providing clinically led support and guidance
-  Trauma informed care





Enhanced Specialist Support

Clients who require more specialist support due to an increased complexity. This may be due to challenging circumstances within the system, behaviours of concern or specialist medical needs. Often working collaboratively with a multi-disciplinary team and case manager. Our support workers are extensively trained to meet these specialist needs, ensuring comprehensive and effective care.

-  Positive behaviour support plans
-  Implementing active neuro rehabilitation strategies
-  Supporting transitions into the community and independent living trials
-  Person-centred training needs and matching of staff

Complex Care Support

Clients will likely have a large multi-disciplinary team due to the high-level needs. Often as a result of ongoing medico-legal litigation cases. Support workers may require additional training due to person-centred behavioural management and/or highly complex clinical needs. Additional aspects may include the appointment of a team leader, as well as clinical supervisions and team meetings as standard.

-  Highly specialist equipment needs (e.g. PEG, Stoma, Oxygen etc.)
-  Co-morbid diagnoses
-  Complex rehabilitation guidelines and goals
-  Positive risk taking and championing independence

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SweetTree are dedicated and committed to getting things right for people and being creative in developing services that really make a difference to life after a brain injury and neurological changes.

Dr Sonja Soeterik
Consultant Clinical Psychologist

Sonja is a specialist in neuropsychology and rehabilitation and is the Clinical Director and Consultant Clinical Psychologist at Neurolinks Psychology.

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A New Lease of Life: **Leo's Journey**

Five years ago, Leo sustained a severe brain injury after that drastically altered his life. Before the injury, Leo was an independent and active individual, deeply engaged in his community and passionate about nature and cultural activities. However, the brain injury left him unable to perform daily tasks independently. In his own words, Leo described his condition after the accident as feeling "like a five-year-old again."

Recognising the need for professional assistance, Leo's case manager referred the family to SweetTree Home Care Services. SweetTree assigned him a dedicated team of support workers and, out of all of them, Kevin played a significantly special role in his recovery.

For more than two years, Kevin worked closely with Leo, focusing on rebuilding his confidence and independence. Kevin's approach was holistic and personalised, aimed at understanding his specific needs, preferences, and challenges. One of the main issues Leo faced was a lack of confidence in performing activities he once enjoyed, such as going out, using public transport, and visiting museums and galleries.

Kevin described his strategy: "You need to look at the specific needs of the client, what they like, what their challenges are... In Leo's case, I noticed he was missing that confidence, so I found ways to support him take action."

Under Kevin's guidance, Leo gradually regained his confidence. He started venturing out more, re-engaging with activities he once loved. This not only helped improve his low moods but also brought back a sense of normality and joy into his life. Leo recognised the profound impact Kevin had on his recovery with a beautiful statement: "Kevin put a smile back into my life."

After just over three years of dedicated support, Leo has reached a level of independence where he no longer requires regular assistance from a support worker. His journey of recovery and empowerment inspired him to share his experiences with others. He has since given multiple talks at universities, discussing his life after the brain injury and how he overcame the associated challenges. He often emphasises that the experience, though challenging, has made him a better person.







SweetTree Fields Farm

The care farm has been specially designed to provide a therapeutic environment for children, young people and adults with additional needs, where they are able to access a type of environment they otherwise may not have the opportunity to. Most of our activities are run in our large green spaces, allowing for full-body movement to support better engagement in learning and increased physical and mental wellbeing.



Skills for life, independence and work:

Participants (co-farmers) attend on a regular basis, in order to scaffold and embed their learning experiences. Consistent engagement helps co-farmers build upon previous knowledge and ensures that concepts are deeply rooted in their understanding.

-  **Group support** – co-farmers are supported in a group of up to 3.
-  **Individual support** – co-farmers are supported on a 1:1 or 2:1 basis.



Farm School:

We facilitate groups from SEN schools, as well as groups from other community organisations, through our Farm School programme. Each session is planned according to the needs and interests of the participants in each group.

-  **School groups** – sessions and topics are seasonal and have strong links with the National Curriculum.
-  **Organisations** – bespoke sessions are created depending on level of ability and area of interest.

Volunteering:

There are always opportunities to get involved and contribute towards the growth and development of our site and service.

-  **Corporate volunteering** – groups from corporate organisations come and spend the day working outdoors on our farm.
-  **Individual volunteers** – we have regular volunteers who dedicate some of their time each week to lending a hand.

If you want to know more about our offering at SweetTree Fields Farm, please get in touch:
Hello.farm@sweettree.co.uk or 0207 644 9505

Your Journey



Contact the SweetTree Team

You can contact the team to discuss client support options, signposting, pre-referral advice or just an informal chat. We also offer a 24 hours a day, 365 days a year emergency service. We can also discuss our in-house falls prevention and monitoring system with you.



Initial Needs Assessment

A manager will arrange a time that works for you to complete the initial needs assessment, which includes a full risk assessment to ensure the safety and wellbeing of all.



Tailored Support Plan

On completion, a support plan will be created to incorporate the needs and preferences noted. This plan ensures the right team member/s are recruited for each client.



A Flexible Client-Centred Package

As personal needs and circumstances change, support packages are continually reviewed to adapt accordingly. Clients can change or leave free of charge with 7 days' notice.



People and family members continuously gave very positive feedback about staff who supported them and the managers at the SweetTree. Relatives said, "Care staff are very, very caring and dedicated people" and "They are very reliable, very caring. They have exceeded my expectations."

CQC Report 2020



Our Fees

At SweetTree, the fees we charge vary depending on need. Our starting fees in the **Brain Injury and Neurological Conditions Service** are detailed below, with enhanced fees charged where more complex care is required or where more than one person is being supported in a household. All fees are inclusive of VAT and administration costs. You will not be charged if care is cancelled with a minimum of 48 hours' notice.

Fees below show prices for our Specialist band level of care. We have four bands: Specialist, Specialist Enhanced, Specialist Complex and Custom for larger packages.

Weekday support 8am-10pm	from	£31.80/h*
Weekend support 8am-10pm	from	£34.00/h*
Weeknight support 10pm-8am	from	£34.00/h*
Weekend night support 10pm-8am	from	£36.20/h*
Sleeping night 10pm-8am	from	£23.05/h*

* Minimum of four consecutive hours. Bank holidays are charged and paid at double rate.

More Than Just Another Home Care Provider



A unique environment to cultivate independence in the community.



A state-of-the-art, technology-enabled falls prevention and monitoring system that provides peace of mind to family members and carers.



Consultancy service offering expert insights targeted at family carers, out of area clients, deputees and people with power of attorney.





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