

The team at **Rehab Without Walls** wish you a very

Merry Christmas

and a Happy New Year

This year, more than ever, we appreciate the fantastic collaborative relationships we have with the legal, clinical and other professionals we work with, as we have all pulled together to find new ways to do 'whatever it takes' to help our clients survive and thrive in such challenging circumstances.

☆☆ Thank you all, and here's to a brighter and better 2021! ☆☆

We have decided to make donations to two charities this Christmas - [Headway - the brain injury association](#), whose amazing work supporting and advocating for people affected by brain injury we are all so familiar with, and [Samaritans](#), supporting people in crisis.

Our 2020 HIGHLIGHTS

It's certainly been a year we'll all be glad to see the back of, but the positive moments have been all the more important because of that. Here are some of the things we've celebrated in 2020...

FANTASTIC FEEDBACK FROM OUR CLIENTS

In July, we sent a [survey](#) to our clients, asking for their anonymous feedback on our case management service. We're thrilled with the overwhelmingly positive response!



100% said their case manager treated them and their family with courtesy and respect

89% said they got what they needed from their case manager when they needed it

86% felt they were actively involved in deciding their case management goals

86% would recommend Rehab Without Walls to a friend or family member

77% said that since having case management they are able to more of the things they want to do!

OUR NEW WEBSITE



We launched our [new website](#) this year, with an updated look, more information about our team and case management and expert services, user-friendly features and, most importantly, the [Our Clients](#) page - our virtual 'fridge door of pride', celebrating some of the challenges our amazing clients have taken on in this incredibly difficult year!

JULIE'S 1ST ANNIVERSARY



Our Clinical Services Manager, Julie Chorlton, has been with us for a year this month!

Julie has played a pivotal role in our response to the coronavirus crisis this year - ensuring we are able to continue providing case management support to clients who need us, whilst keeping our case managers, clients and support staff as safe as possible.



RWW turned 25 in October! We celebrated with a week of social media competitions and a virtual staff party.

We also marked the occasion with a ['25 years of RWW'](#) page, looking back at some of the clients we've helped and the things we've learned over 1/4 century.

WHAT WE LEARNED IN LOCKDOWN...

This year really put our ['whatever it takes'](#) motto to the test! Our team had to adapt quickly, finding new ways to support our clients. As we discussed this in our virtual team meetings, we discovered a few surprising positive themes emerging...

We saw clients take up new hobbies, acquire new skills and use technology to communicate, continue their rehab and gain more independence. Some even used the period of stripping back to reassess how they wanted to do things differently in future.

We found we were often able to be more responsive, solving problems in real-time and building stronger relationships with clients, colleagues and referrers through regular virtual contact.

Our [lockdown learning](#) article, written in the summer, captures some of these experiences.



info@rehabwithoutwalls.co.uk



@RWWCaseManagers



01908 560041

