

HEAD INJURY SUPPORT SERVICES



Helping patients, family, friends & carers at the start of their journey.

FREEPHONE: 0808 202 2252



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Feel lost, don't know
who to turn to? Need
to talk to someone?
Let us help.

HISS - MISSION STATEMENT

To promote understanding of all aspects of brain injury and to provide information, support and services to people with brain injury, their families and carers.



INTRODUCTION

Suffering a head injury is an event that is unplanned, unpredicted and shocking. It can have a massive effect on the life of that person and all those around them.

“They talked all the family through every stage of the injury. They know about things that we never thought of.”

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WHAT IS HISS?

HISS (HEAD INJURY SUPPORT SERVICES) is a charitable organisation created, set up and run by:

- HEAD INJURED VICTIMS
- FAMILY & FRIENDS
- CARERS
- HEALTH CARE PROFESSIONALS

All of whom are concerned with the well-being of head injured people and improving the quality of their lives.

WHEN DOES HISS HELP?

We can help right from the beginning of the journey, the first part of which is in the intensive



care unit. It is here that we are asked to assist the doctors and nurses in supporting the family by providing information, advice and dealing with the immediate problems and organising any future needs. We explain what to ask for, as well as how to say it and why.

HOW DOES HISS HELP?

We are aware that the family and friends of the injured person find their lives in turmoil, far removed from normality, and forced into adopting an unfamiliar role. Our aim is to help provide information and assistance to aid the recovery of their loved one.

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WE CAN HELP YOU

Whilst you are concentrating on your loved one we are well aware that other things are going on that need organising. We are able to help with these matters in order to prevent distress at a later date, by dealing with the following:

- BENEFITS
- COURTS
- EMPLOYERS
- HEALTHCARE ISSUES
- INSURANCE MATTERS
- LEGAL SERVICES
- POLICE
- SOCIAL SERVICES
- SUPPORT GROUPS
- HOUSING MATTERS
- WORRIES ABOUT DEBT

and many other things...



“HISS knew what to do at the right time. Their advice and support helped more than words can describe.”

This booklet was produced as a result of generous donations by people who have used the service and wanted to give back to others starting their journey.

HISS is a Registered Charity: 1110732 Registered in England & Wales: Company No. 5213632. Registered Office: 123 Deansgate Manchester M3 2BU.

HOW TO GET IN TOUCH

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“We go where the patients need us.”

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