



CASE STUDY

Brainkind



Delivering enhanced patient rehabilitation and improve quality of life for people with brain injuries

About the customer

Brainkind (formerly known as The Disabilities Trust), is the UK's leading charity that specialises in brain injury rehabilitation and support. Their services focus on providing specialist, person-centred care, including supported living options that allow individuals to live independently while still receiving the support they need. With over 1,500 staff serving patients across 15 different locations, they are increasingly looking to enhance rehabilitation and care experiences by leverage the latest technology innovations.

The challenge

Brainkind wanted to make sure their technology infrastructure was equipped to help them achieve their goal of delivering the best possible support for their many patients. This also meant creating an environment that could keep up with their growth trajectory and scale with them in line with future acquisitions.

However, to do this meant overcoming several key challenges, such as the limited technological capabilities of their outdated IT infrastructure. They needed a refresh that would allow staff to work more efficiently and meet the changing needs of both staff and patients.

Specifically, they wanted to improve connectivity and communication throughout each of their sites. The goal here was to improve operational efficiencies through better staff collaboration, but also to enable patients to stay connected with their families and loved ones during their time in supported living facilities and rehabilitation centres.

Another driver for the infrastructure refresh was to enhance patient care and safety by integrating innovative technologies, such as patient-centred access controls, interactive therapeutic tools and smart systems designed to personalise care and prevent potential risks. This wasn't just about adding the new systems, but creating a robust infrastructure that could support them as well as emerging technologies that may become available in the near future.

At a glance

Industry: Healthcare

Employees: 1,500

Solutions: Intelligent Connectivity

“Wavenet was massively instrumental in a complete infrastructure replacement. This has enabled us to provide a whole new digital experience that transforms how we support people with brain injuries.”

Graham Fisher, Director of IT and Digital at Brainkind

The solution

Brainkind partnered with us to transform their technological capabilities and deliver a comprehensive, modernised IT solution that is tailored to support both the organisation and the patients they care for.

Before the concrete was even poured, we worked with Brainkind to help design the entire network architecture for their new hospital site. This allowed us to optimise the user experience by building the solution and resilient fibre connectivity into the plans.

We also wanted to enable safeguarding and security based on the individual, so we needed to implement a way of identifying patients and users on the WiFi without a username and password being required.

We made this happen by bringing together technologies from Palo Alto and Ruckus Cloudpath to create a solution that allows Brainkind staff to automate and centrally manage security and safeguarding, all while ensuring that the user experience remains as frictionless as possible.

In all, the solution included:

- **A complete refresh of their legacy infrastructure:** We upgraded their aging systems with cutting-edge technologies, introducing a more efficient, scalable network architecture that could meet the demands of Brainkind’s growing operations.
- **Improved connectivity and WiFi:** Their sites are now equipped with reliable, high-speed internet access, including in specialist areas such as patient rooms, sensory gardens and common spaces. This connectivity allows residents to stay in touch with their families, access services and participate in therapeutic activities.
- **Improved cyber security and proactive monitoring:** After an initial security audit and penetration testing, we set up enhanced firewalls, which we proactively manage and regularly test to protect Brainkind’s network from cyber threats.
- **Implementation of patient-centred technology:** We set up the new and improved infrastructure to support new and emerging innovations that would enhance patient care, including:
 1. Interactive projection systems used for therapy activities
 2. Smart TV systems that patients could use in their rooms to access services, such as selecting meal options, or flagging whether they would like visitors or not
 3. A smart door access system that allows staff to remotely manage patient access based on their situation and needs
 4. VR headsets for brain-training exercises
- **Mobile device and network management:** We also manage Brainkind’s mobile phone estate, ensuring their workforce stays connected, even when on the move.



The result

Graham Fisher, Director of IT and Digital at Brainkind said:

“We’ve been able to implement a whole range of life-changing and in some cases life-saving solutions for our patients. This includes smart bathtubs that sense if the occupant slips underwater and automatically empties to prevent drowning.

“With a simple bracelet, we can manage where patients can and can’t go, ensuring they have freedom and independence while recovering with us, but without compromising their safety.

“Our colleagues’ lives have been made easier too. Our new systems allow us to share patient data securely and quickly, so we’re all kept up to date with patient information and updates as we need them.”

Brainkind has benefitted from **improved operational efficiency, enhanced patient care and stronger cyber security**. Their leadership team has peace of mind knowing that, not only are they protected from cyber threats, but **their infrastructure is scalable** and ready to grow with them.

Their sites throughout the UK now have **superior WiFi coverage**, and communication features, allowing staff to manage their responsibilities with greater efficiency.



“Wavenet’s support has been pivotal in ensuring our digital systems are as reliable and future-proof as the care we provide. Our staff can focus on the people we support, knowing that the technology behind the scenes is robust and secure.”

Graham Fisher, Director of IT and Digital at Brainkind

Let’s talk **0344 863 3000**

wavenet

enquiries@wavenet.co.uk

[wavenet.co.uk](https://www.wavenet.co.uk)