

Patient Information Leaflet

Community Rehabilitation Beds

Questions and Answers

Produced by: Community Rehabilitation

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PARTNERSHIP IN CARE

INDEPENDENT NURSING HOMES



Community Rehabilitation Beds

Contact Details:

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What is Community Rehabilitation?

- Community Rehabilitation provides intensive short term nursing, medical, therapy and social care support in the community. As a service it operates closely with Primary Care (i.e. GP teams) and Hospital services.
- Community Rehabilitation on the Isle of Wight has been set up to provide an integrated service to promote recovery from illness, prevent unnecessary admission to hospital, timely discharge from hospital and rehabilitation to maximise independent living.

Who are the Community Rehabilitation Team?

- The team are health and social care professionals who will work with you to help you develop your strengths and skills to become independent and recover from illness.
- These people make up the Team:
 - Registered Nurses
 - Social Care Officers
 - Physiotherapists
 - Occupational Therapists
 - Rehabilitation Assistants
 - Speech and Language Therapists
- A member of the Community Rehabilitation Team will take responsibility for co-ordinating your care and treatment and communicating with you and relevant others.
- Other health and social care professionals can be accessed as required. These include Doctors and Nurse Specialists.

Where are Community Rehabilitation Services provided?

- Community Rehabilitation on the Isle of Wight is provided in a variety of settings dependent on the referred patient's assessed needs and home address.
- Care and treatment can be provided in your own home, community bed in an NHS Nursing Home or residential rehabilitation unit across the Island.
- If you are admitted to a community bed further information will be available in each bedroom. This will contain specific answers to questions you might have, for example regarding visiting hours and other services available to you.

How long will I receive the service?

- Usually our service is a short-term one – often lasting between two to four weeks, but with a maximum of six weeks in unusual circumstances. On occasions this may be extended, according to individual patient need and treatment programme requirements.
- Your length of stay or support from the Team will be discussed and agreed with you.

Valuable Items

- It is recommended that you do not bring valuable items or large amounts of cash with you when you are admitted to a Community Rehabilitation bed.

Will I have to pay for the Community Rehabilitation Service?

- The Community Rehabilitation Service is free at the point of delivery within the guidelines set out by the Department of Health, however, personal requirements such as newspapers, hairdressing and the use of telephones must be paid for by yourself/service user.
- On discharge from a Community Rehabilitation bed, if you require services from Social Services, you will be assessed with regards to your financial contribution.

What do the Community Rehabilitation Team require of me?

- Your full involvement in assessments and therapies by members of the Community Rehabilitation Team is vital to the recovery and rehabilitation process.
- In order to support you members of the Team, Nursing Home and Care Staff will make every effort to spend time with you. They will listen, take note of your views and develop your plan of care and discharge arrangements.

What can I expect to gain from Community Rehabilitation?

- Community Rehabilitation is designed to promote your confidence and independence so that you can continue, or return, to live in your own home.
- Community Rehabilitation also offers you an opportunity for recovery if you have been unwell and are having difficulty coping at home. The Community Rehabilitation Nurse, Social Care Officer and therapists will carry out assessments and work with you to identify your needs, set goals and organise the support you will need to achieve this. This will be called your 'Care Plan'.
- The Care Plan is written down. It states what you can hope to achieve whilst you receive our service and how we will help you to achieve this.
- Whatever your care, members of the Community Rehabilitation Team will visit you on an agreed regular basis to carry out further assessments, exercises and practice activities of daily living, this may include preparing a meal.

If I have an outpatient appointment whilst staying in a Community Rehabilitation bed do I need to pay for transport there and back?

- You do not need to pay or arrange your own transport to an outpatient appointment. This will be organised for you.

When I am in a Community Rehabilitation Bed, will I still keep my own GP?

- Each location of Community Rehabilitation beds has a specific GP surgery which they are attached to. These doctors will provide your care throughout your stay and will write to your GP when you are discharged home.

Do you talk to my own GP?

- With your permission we will contact your GP and inform them that you have been admitted to a Community Rehabilitation bed or are receiving community services.

What happens before I am discharged from a Community Rehabilitation bed?

- The Team will discuss discharge plans with you and your carers. This may involve a meeting to ensure that all aspects of your discharge are fully considered, and a plan for any help you might need once you leave Community Rehabilitation.
- We will ensure that these arrangements are in place before you are discharged home.

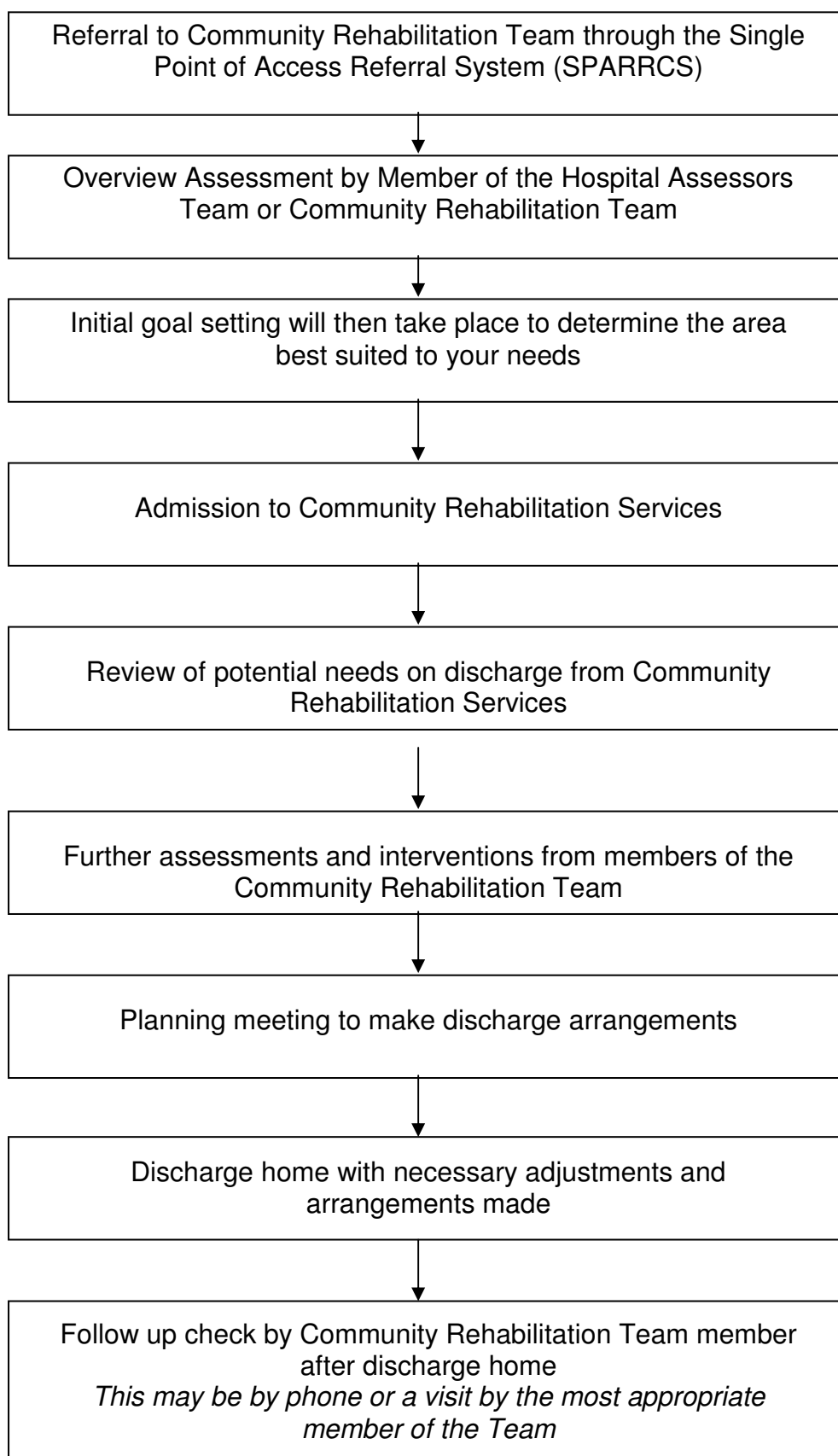
What happens at the end of my stay?

- At the end of your stay in a Community Rehabilitation bed with your permission, a discharge summary will be sent to your own GP and other professionals/carers involved in your care. This will include your Care Plan should further health or social care be required.
- If you do not want this information shared then please contact your Community Rehabilitation Nurse.
- You may be required to pay and arrange for your transport home when you are discharged from a community bed. This is dependent on your general condition.

Other Information

- Information Governance can be contacted on 822099 (ext 2078) for all enquiries relating to accessing medical records.

YOUR JOURNEY THROUGH COMMUNITY REHABILITATION FROM ADMISSION TO DISCHARGE



If you require this leaflet in another language, large print or another format, please contact the Quality Team, telephone 01983 534850, who will advise you.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues through NHS interactive available through Sky TV or online at: <http://www.nhsdirect.nhs.uk/>

For Health advice and out of hours GP service please call the NHS 111 service on: 111

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact them directly, telephone on 534850.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on 03000 61 61 61 or at enquires@cqc.org.uk

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.

Ref: **CR/CRBQA/01**