

Where are Community Rehabilitation Services provided?

You may be asked to attend clinic or be seen in your own home. This decision will be made by the team based on your individual needs.

How long will I receive the service?

Decisions about duration and intensity of input are made by involved clinicians based on individual need.

What is expected of me?

You are the most important part of the rehabilitation team. Without your full engagement rehabilitation cannot work. As such, you are expected to participate fully in the rehabilitation plans that you develop with our team and to let us know promptly should your needs change.

You are expected to let us know in a timely manner if you are no longer able to attend an appointment.

How long will I have to wait for input?

Our waiting times change frequently due to a number of factors. Each case is prioritised based on need. If you are concerned that you have been waiting longer than expected or your needs have changed since your original referral, you should contact the service for more information.

Community Rehabilitation Team contact details

Community Rehabilitation Team
Old Gatcombe Ward
St Mary's Hospital
Isle of Wight
PO30 5TG

Telephone: (01983) 552 069

If you have any queries or concerns about the content of this leaflet please call (01983) 524081 and ask to speak to the relevant department.

If you require this leaflet in another language, large print or another format, please contact the PALS 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 online at: **www.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 PALS Team. If you wish to contact them directly, telephone on **01983 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 **enquiries@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.



Patient Information Leaflet

Community Rehabilitation

Produced by:
The Community Rehabilitation Team

Date: April 2018
Review due: April 2021

If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языком, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নভেগেশন PALS টেলিফোনে ইংরেজি কথা কভে জিজ্ঞাসা করুন এবং সাহায্য করুন

What is Community Rehabilitation?

The Community Rehabilitation Team is an NHS commissioned multidisciplinary team. We also work collaboratively with primary care, hospital services, social services and the third sector.

We aim to enhance the health, well-being and independence of adults living with physical and neurological deficits.

We work with people referred to our service in order to identify rehabilitation goals and develop individual programmes to maximise function and long term independence.

We aim to:

- Help people to improve their function following accidents or ill health.
- Help people to manage their health conditions and maximise independence.
- Help people to make choices about their health and adjust to the impact it has on their life.
- Prevent unnecessary admissions to hospital.
- Provide specialist interventions for long term conditions.

Who is in the Community Rehabilitation Team?

Occupational Therapists

Will assess your ability to complete every day tasks and work with you to maximise your independence, maintain your health and remain safe in your home environment.



Physiotherapists

Physiotherapists within the community provide intervention and rehabilitation to improve mobility or prevent deterioration. Rehabilitation can be in the form of advising on and assessing mobility aids or offering exercises to optimise strength and balance.



Speech and Language Therapist

Speech and language therapists (SLTs) provide assessment and life-improving treatment to support and care for people who have difficulties with communication, eating, drinking or swallowing.

Assistant Practitioners and Specialist Therapy Assistants

Carry out assessments and work closely with qualified therapists to ensure appropriate plans are developed to meet your individual needs.

Administrator

May call you to discuss your referral needs or arrange appointments with the clinician. They manage the telephone contacts, paperwork and organisation of the team and are based centrally at St Mary's Hospital.

You may have been referred for input from one or more of these professions.

The team develops personalised treatment plans working closely with clients, their carers and other health professionals.

They may also refer onto third sector organisations with your consent as part of your treatment plan.