**Confidentiality**

We will not share any information that you give us without discussing this with you first and getting your consent. The only exception to this is, if we consider that your life or the wellbeing of someone else could be at risk

**Compliments, Comments and Complaints**

We welcome feedback about our services so please contact the Patient Advice and Liaison Service (PALS) on freephone **0800 7834839** or email: **elft.palsandcomplaints@nhs.net**

If you are not happy with the service and your treatment, please ask to speak to the service manager to try and resolve this. Or contact the PALS team.

If you wish to make a complaint, you can call freephone **0800 085 8354**

or email: **elft.complaints@nhs.net**

or write to:

FREEPOST RTXT-HJLG-XEBE Complaints Department,

The Green,

1 Roger Dowley Court.

Russia Lane,

London E2 9NJ

Bedfordshire adult and children's community health services are provided in partnership by East London NHS Foundation Trust (ELFT) and Cambridgeshire Community Services (CCS) NHS Trust.

**Rehab Beds**

**Information leaflet**

**Expectations of you:**

You will have signed the client agreement form, which indicates that you are willing to:

* Be prepared to set realistic goals, jointly with

 the Therapists.

* Be an active participant in your rehabilitation

 program with all members of staff.

**A couple of things to note:**

We would ask you to respect all staff. As an organisation we have a Zero Tolerance Policy, therefore violence and verbal abuse will not be tolerated, and may result in care being withdrawn.

* We will treat you with respect and dignity, we

 ask you treat all staff with that same respect.

* We will not tolerate inappropriate or

 aggressive behaviours towards staff or fellow

 residents.

Thank you

**Supporting students**

NHS services supports the training experiences for student Therapists and other professionals. Your co-operation is appreciated. If you do not wish to participate in student training, please let your Therapist know and your wishes will be respected.



**Names of your Therapists:**

Occupational Therapist: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Physiotherapist:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Our Core Values are:**

* To provide a high standard of practice at all times, respecting privacy and confidentiality.
* To work collaboratively to safeguard and promote the health and well being of yourself, your family and carers.

**What to expect whilst at the Rehab Unit:**

When you first arrive, you will be met by a staff member within the unit who will complete your triage documentation.

Within the first couple of days of your arrival, you will meet either the Physiotherapist, Occupational Therapist or an Assistant Practioner who will complete an Initial Assessment with you. This assessment will provide the therapist with important information about yourself and your needs, your home environment and most importantly, your personal goals that you wish to improve before you return home. The Therapist will discuss these goals with you and a rehabilitation care plan will be designed between you both. It is this care plan that will then be carried out on a daily basis with the rehab unit staff and the Support Workers.

Please note that the Support Workers are all trained in therapeutic rehabilitation and will appropriately advise you throughout your daily interventions. So although you may not be seeing the Therapist daily, you are receiving therapy input.

The Therapists receive daily feedback from the Support Workers on your progress or difficulties you may be facing. The Therapists will review you on a weekly basis or as felt appropriate.

**Assessments you can expect:**

Whilst you are in a rehab bed, the therapists will complete assessments that are appropriate to your needs. These could include:

* Physiotherapy assessments of your

 physical ability/ strength and mobility.

* Occupational Therapy Personal care assessment
* Occupational Therapy Kitchen Assessment

In order to start planning for your safe discharge, discussions about discharge will happen within the first week. From this, further information about your home environment may be required, in which they will talk to you about completing either:

* Access visit: the therapist will visit your property without you accompanying them but will meet a family member or someone you trust to allow access to the property
* Home Visit: the therapist will visit your home with you accompanying them

**Recognising the Therapeutic Team:**

All Therapists and Support Workers will be in uniform and will carry an identification badge, please request to see this at any time.

If you are not sure about the identity of the individual that visits, and she/he cannot show you an identity badge, please call a member of staff to validate this for you.

You can expect daily visits from the support workers and weekly visits from the therapists.

**Your length of stay within the Rehab Bed:**

The length of stay within the rehab beds is limited to between 1-4 weeks so it is important to optimise this time. Please note your length of stay within this timescale will be based on your progress and achievement of goals set which typically is around two weeks

**When planning your discharge:**

The main focus of your stay within the rehab unit is to work towards your previous baseline, however this is not always achievable within the timeframe. Therefore, the therapists will discuss options with you when planning your discharge.

These could include:

* Support from the Community Rehabilitation

 Team, including Physiotherapy and

 Occupational Therapy Interventions.

If however, it is apparent the goals set on assessment are not achievable, then a discussion will be had with you in regards to the potential need for long term care support. This will involve the therapists referring you to Social Services for an assessment of a care package. Please note that this will involve a means tested financial assessment.

**Bedfordshire Therapy Website:**

[www.elft.nhs.uk/services/bedfordshire-community-therapy-services](http://www.elft.nhs.uk/services/bedfordshire-community-therapy-services)

Rehab Beds: **Information leaflet**