**Supporting students**

The Community Therapy Service supports 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.

We would ask you to respect the Therapists and supporting team who are there to provide you with therapy input and support. 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have a Zero Tolerance Policy, therefore violence and verbal abuse will not be tolerated, and may result in care being withdrawn.

**A couple of things to note**

Whilst we respect that we are visiting you within your own home environment, we would ask that you kindly:

* Refrain from smoking whilst we are visiting you and supporting you with your therapy needs.
* Should you have a dog/cat, could it be kept in an alternative room whilst we are assessing you or delivering a therapy programme with you.

Thank you

**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**](mailto: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**](mailto: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.

**Community Therapy**

**Inclusive of:**

**Community Occupational Therapy & Physiotherapy**

**Information leaflet**



**Your next appointment**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Approximate Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Professional: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**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 wellbeing of yourself, your family and carers.

**Who does the Community Occupational Therapist visit?**

The service provides Occupational Therapy input for adults with physical impairments in their own homes. Interventions may include: provision of equipment or minor adaptations, manual handling advice to promote an individual’s independence and autonomy. We also provide advice and support for patients, care agencies and private carers including family members.

**Who does the Community Physiotherapist Visit?**

The Service provides physiotherapy at home to those who would benefit from a period of rehabilitation to improve strength/stamina and/or mobility. This service is for those who are housebound only.

**Who will visit me?**

As a patient within our care, depending on your needs you are likely to see any member of the team following initial assessment.

The Community Therapy Team is comprised of Registered Therapists and Assistant Practitioners.

**Recognising your Therapists and Assistant Practitioners**

All Therapists and Assistant Practitioners 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 do not allow them into your home.

**What does the Community Therapy service offer you?**

Following your referral, an appropriate Therapist or Assistant will contact you (normally by telephone), to agree with you a mutually convenient time for the first visit.

At this visit an assessment will take place and a care plan will be drawn up, in agreement with you to address the needs that you may have at the time. This will include the next agreed steps. At this point you will be asked to consent to the plan of care devised.

You may also be asked about sharing your medical information with other health care professionals including your GP.

It is a legal requirement that all the agreed information will be documented within your Therapy notes.

**Bedfordshire Therapy Website**

[**https://www.elft.nhs.uk/services/ bedfordshire-community-therapy-service**](https://www.elft.nhs.uk/services/%20bedfordshire-community-therapy-service)

**What the service does not provide:**

* Administering medication.
* Visits without Therapy needs.
* Personal hygiene.
* Housework, washing and shopping.

The Therapist or Assistant Practitioner will be able to signpost you to other services that may be able to assist you with these other needs.

**What time does the service operate to?**

The majority of our patients will be seen between the hours of 08.00 until 21.00. 7 days a week.

Please note: Neither service is an emergency service and so referrals are prioritised according to needs.

Please note that there is a waiting list of up to 18 weeks. Contact will be made with yourself or the appropriate individual as soon as possible.

24hour referrals can be made:

Contact number is **0345 602 4064**

Community Therapy: **Information leaflet**