

Contact

You can contact us
Monday to Friday
9am to 5pm:

Tel: **020 8836 8631**

For all new referrals send to:

Community Assessment and Rehabilitation Service

Oxleas NHS Foundation Trust
Memorial Hospital
Shooters Hill
Woolwich
London
SE18 3RZ

Your opinion matters

Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

oxleas.nhs.uk

Patient Advice & Liaison Service (PALS)

**Got a problem or need advice,
we are here to help**

PALS is a free, confidential service helping patients, families and carers to deal with concerns about the treatment and care we provide.

By telling us your concerns you can help us improve services. Raising concerns will not harm or prejudice the care that you, or the person you care for, are given.

Call us:

Freephone 0800 9177159

We are open Monday to Friday
(9am to 5pm).

Email us:

oxl-tr.pals@nhs.net

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Oxleas
NHS Foundation Trust

NOV 2017 OX295



The Community Assessment and Rehabilitation (CAR) Team

My therapists are:

Physiotherapist:

**Occupational
therapist:**

Nurse:

**Therapy
Assistant:**

Introduction

The Community Assessment and Rehabilitation (CAR) Team is for people who have a long term condition or who have temporary difficulties due to a recent injury, illness, disability or ageing.

We provide an individual programme of rehabilitation to you to become as independent as possible. We offer education, advice and practical support to patients and their carers in managing their conditions.

About the CAR Team

We are an integrated team of health and social care professionals helping adults to live independent lives. Rehabilitation is based on working towards achieving goals and can be anything from a few days to several weeks.

We work closely with other local services including hospitals, health services, social care, leisure and voluntary services.

Our team includes:

- Physiotherapist
- Occupational therapists
- Nurses
- Therapy assistants
- Social care staff (including social workers, care managers and assessment officers)

Who the service is for

We support people who:

- Are over 18
- Live in Greenwich or are registered with a Greenwich GP
- Require support to live independently
- Have a goal they want to achieve and are willing to take part in rehabilitation to achieve it.

Location

We do home visits for those who are unable to attend clinic or who require a home environment assessment.

We also have clinics at:

Kidbrooke Health Centre
Eltham Community Hospital
Gallions Reach Health Centre
Nursing and residential homes

Our rehabilitation programmes include:

- Individual and group exercise programmes
- Balance and exercise classes
- Onward referral to Strong and Steady for ongoing support for balance
- Mobility practice, activity and task practice
- Assessment of movement and provision of walking aids
- Assessment of daily living activities
- Home hazard assessments
- Provision of equipment to assist independence following an assessment of the home environment
- Provision of advice and assistance to carers.

What you can expect from us

We will treat you with courtesy, honesty, respect and dignity. We will work with you and involve you in decisions. You can ask questions at any time. Our staff carry a form of identification with their name and an NHS or Royal Borough of Greenwich logo on it.

How to access the service:

- Referral from hospital
- Referral from your GP
- Referral from another agency which is working with you.

Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care. Occasionally there may be exceptions to this, for example to support a clinical audit or monitor the quality of care provided. We will endeavour to discuss this with you beforehand.